



## **Concho Valley Transit (CVT) Charter Service Instructions and Request Form**

- Due to limited number of vehicles in Concho Valley Transit, charter service may not always be available. In addition, CVT does not guarantee any type or style of vehicle for any charter as the operational needs may change.
- When vehicles are available and operational ability is viable, charter service is granted on a first come, first served basis and will follow the charter service guidelines below. Keep in mind the charter application may be DENIED based upon service availability. CVT reserves the right to deny charter service or cancel service at any time based on operational required commitment to the public.
- All of our vehicles are wheelchair accessible – if you require more than 2 wheelchair stations please let us know in advance as it may require multiple vehicles.
- CVT does not schedule overnight charters that will require driver to lodge.
- Charter Service is only available in the Concho Valley Transit service area.
- All riders under the age of 18 must have a chaperone
- Requested refunds may not be approved – All refunds must be approved by the General Manager
- The Charter Service rate per vehicle is \$125.00 an hour with a 2-hour minimum block of time per reservation.
- **Payment is due no later than three business days prior to charter service date.** Failure to remit advance payment WILL result in cancellation of the charter. Please see below for payment options.
- Any Charter going over the allotted time will be billed at \$125.00 per hour billed by the ¼ hour and payable within 48 hours of completion of the charter.
- Charters cancelled on the date of service will be CHARGED the current cancellation fee of \$250.00.
- No Notification of cancellation will result in loss of entire refund.
- CVT Charter Hours of Operation are 6 AM to 2 AM
- Charter service is not available on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.
- The number of vehicles required for a specific charter will be determined by CVT Management based on the number of expected passengers and vehicle capacity and safety.
- Possession of hazardous materials or weapons, as well as, the use of tobacco products, and possession of illegal drugs is strictly prohibited, this includes vaping and e-cigarettes. Violation of these policies will result in immediate termination of the charter and forfeiture of all deposits and charter fees.
- An itinerary and feasible route must be provided at least three business days prior to charter service date.

The Federal Transit Administration (FTA), issued a final rule amending **49 CFR Part 604** (73 FR 2326), on January 14, 2008, which governs the provision of charter service by recipients of federal funds from FTA.

The final rule became effective on April 30, 2008, and clarified existing requirements; set out a new definition of "charter service"; allowed for electronic registration of private charter providers, which replaced the old "willing and able" process; included a new provision allowing private charter operators to request a cease and desist order; and established more detailed complaint, hearing, and appeal procedures.

In accordance with this rule we are required to request the following information:

Concho Valley Transit (CVT) provides public transportation services and may provide charter service only under the following exceptions defined in the final rule.

**The exceptions include:**

- 1.) Official government business;
- 2.) Qualified Human Service Organizations (elderly, persons with disabilities, and low-income individuals)
- 3.) When no registered charter provider responds to a notice sent by a recipient;
- 4.) Leasing (must exhaust all available vehicles first);
- 5.) By agreement with all registered charter providers;
- 6.) Petitions to the Administrator; Events of regional or national significance, or hardship.

Your request for charter service must fall under one of the approved exceptions listed above in order for Concho Valley Transit (CVT) to provide charter service for you or to your entity.

Exception # 5 provides for notice to charter providers by recipient for charter service request. When no registered charter provider responds to a notice the CVT can then provide charter services. The process to determine interest from a private provider is as follows:

- a) A completed Charter Service Request Form must be received no later than 5 business days prior to event.
- b) **Submit Charter Paperwork:**
  - a. by fax: fax number (325) 227-6852
  - b. by email: [robert.baulos@cvcog.org](mailto:robert.baulos@cvcog.org) or [jerami.warren@cvcog.org](mailto:jerami.warren@cvcog.org)
  - c. or via USPS: physical address:

**Concho Valley Transit District  
510 N Chadbourne St  
San Angelo, TX 76903**

- d. **Mail / Drop off payments to:**

Concho Valley Council of Governments – Concho Valley Transit  
2801 W Loop 306, Suite A  
San Angelo, TX 76904

- c) CVT will process your information within 2 business days of receipt. The private charter companies must respond within 72 hours of notice for charter service requested to be provided in less than 30 days; or within 14 calendar days of notice for charter service requested to be provided in 30 days or more.
- d) CVT will send your request out to all registered providers using the charter registration website [http://ftawebprod.fta.dot.gov/CharterRegistration/\(S\(cattib45n5s2cu45g4qmv13\)\)/Default.aspx](http://ftawebprod.fta.dot.gov/CharterRegistration/(S(cattib45n5s2cu45g4qmv13))/Default.aspx)
- e) The CVT must receive advance payment by cash, cashier's check or money order no later than 3 business days prior to event. Personal checks are not accepted
- f) If a private provider expresses interest, we cannot provide the service under exception #5
- g) As a courtesy we will forward you the contact information of private charter companies that have expressed an interest in meeting your needs. It is the responsibility of the charter provider to make contact with the client to make arrangements for the services requested.

The final rule 49 CFR Part 604 amends regulations which govern the provision of charter service by recipients of federal funds from the Federal Transit Administration (FTA) published in the Federal Register / Vol. 73, No. 9 / Monday, January 14, 2008 / Rules and Regulations and became effective April 30, 2008 can be found at:

<http://a257.g.akamaitech.net/7/257/2422/01jan20081800/edocket.access.gpo.gov/2008/pdf/08-86.pdf>

Please fill out the following information as accurately as possible in order to process your request.



**CONCHO VALLEY TRANSIT**  
**Charter Service Request Form**

1. Customer NAME \_\_\_\_\_  
(Entity AND Individual requesting service):

2. Customer Physical Address: \_\_\_\_\_

3. Customer Phone Number: \_\_\_\_\_

4. Customer E-mail: \_\_\_\_\_

5. Customer Fax number: \_\_\_\_\_

6. Requested Date(s): \_\_\_\_\_

7. Approximate Number of Passengers: \_\_\_\_\_

8. Are there government officials (elected federal, state, local) on this trip for official government business?

(Yes) or (No) If Yes How Many \_\_\_\_\_

9. Are you a Qualified Human Service Organization (QHSO) listed in Appendix A of 49 Part 604?

(Yes) or (No)

10. If Yes which QHSO? \_\_\_\_\_.

11. If you answered No to the previous question do you receive funding, directly or indirectly, from the programs listed in Appendix A? (Yes) or (No)

12. If Yes which QHSO \_\_\_\_\_

13. Type of equipment requested:

BUS / Trolley – (FTA views Trolleys as buses) >10 Passengers \_\_\_\_\_ Small Bus < 10 Passengers \_\_\_\_\_

14. Itinerary: \_\_\_\_\_

15. Directions/ Map: \_\_\_\_\_

16. Special requests: \_\_\_\_\_

17. Start time requested: \_\_\_\_\_

18. Approximate Duration: \_\_\_\_\_

I Acknowledging that I have read, understand and agree to the charter application instructions / policies :

\_\_\_\_\_  
Signature

\_\_\_\_\_  
DATE