

Concho Valley Transit



Service Guidebook



Safe. Reliable. Friendly.

Transportation Services

Concho Valley Transit

San Angelo Fixed Routes- Arrive at a bus stop or at the depot to connect to more than 110 bus stop location around San Angelo, Texas. Route maps are available. There are six main routes, two ASU routes, and one Goodfellow route. General hours of operation for fixed route are 6:30AM – 7:30PM M-F. Routes begin at 7:30AM on Saturdays. All services are closed on Sundays. Fare per trip outlined below. Must be 12 years of age or older to ride alone. To track your bus location, go to <http://www.cvtride.ridesystems.net/>.

ADA (Americans with Disabilities Act) Paratransit- Transportation for persons with disabilities who are unable to navigate the Fixed Route system, reach destination through Fixed Route, or reach the bus stop independently. This requires an individual and their physician to fill out an application in order to receive curb-to-curb transportation. If deemed eligible, the individual is required to book their planned trips 24 – 48 hours in advance and before 3pm the day before. Fare is \$2.00 one way (\$4.00 round trip). For an application, please visit our website at www.cvttd.org. Hours of operation are 6:30AM – 7:30PM. Service begins at 7:30AM on Saturdays. Those needing Medicaid transportation are still required to set up medical appointment transportation through the Medicaid system.

Medicaid- Transportation for medical trips for those who are approved for Medicaid transportation. To find out more about your eligibility, call Health and Human Services at 1-877-MED-TRIP (1-877-633-8747). All trips for this nature must be scheduled through Medicaid. Medicaid will then relay your trip information to CVT for pick up.

Elderly and Disabled Transportation (5310)- This service is temporary in nature as it is based off of grant receipt and is therefore not always available. Free curb-to-curb transportation for those who are eligible through disability or age. Limited number of trips available. Seniors for this program are considered 65 years of age and older; McCulloch County not covered by this program. Call Concho Valley Transit to see about eligibility. Information available upon request.

Rural General Public – Free rides throughout the rural counties of the Concho Valley, county to county, county to San Angelo, and San Angelo to county. No application required. Call 1.877.947.8729 to book trips in your area. Individuals are required to book their planned rural trips 24 – 48 hours in advance and before 3pm the day before in order to assure proper area coverage. Hours of operation: Monday – Friday 7:30am to 5:30pm and Saturday varies. All of our services are based on a ride share system therefore, there will often be others on the bus. Due to this, the initial pick up and return time in the rural areas will vary based on number of clients from each county and the combined schedules for that day. All scheduled appointments will be met on time within the hours of operation however, all buses must be back in their assigned counties and finished with trips by 5:30pm. Counties include: Coke, Concho, Crockett, Irion, Kimble, Menard, McCulloch, Reagan, Schleicher, Sterling, Sutton and Tom Green Rural. Those needing Medicaid transportation are still required to set up medical appointment transportation through the Medicaid system.

Charter Services – Book a charter service for your special event! CVT operates charter services for the Concho Valley for all of your event needs. Book us for weddings, military ceremonies, rodeos, art walks, trail of lights tours, and more! A completed Charter Service Request Form must be received no later than 5 business days prior to event. Charters currently cost \$125 an hour and there is a two-hour minimum.

For all Concho Valley Transit services passengers must follow CVT passenger code of conduct guidelines. Individuals can obtain a copy of these guidelines at cvttd.org or view them on any of our transit vehicles.

Fares and Passes

San Angelo Fixed Route Service

Reduced fares must show proof of Age 65+ / Military Affiliation / Disability / Enrollment in School

One Way Fares		
	Regular	Reduced
Adult	\$1.00	\$0.50
Child Under 6	Free	-
Child Over 6	\$0.50	-
Passes		
	Regular	Reduced
Daily Pass	\$2.00	-
Monthly Pass	\$30.00	\$15.00

Demand Response Services – ADA Paratransit Service

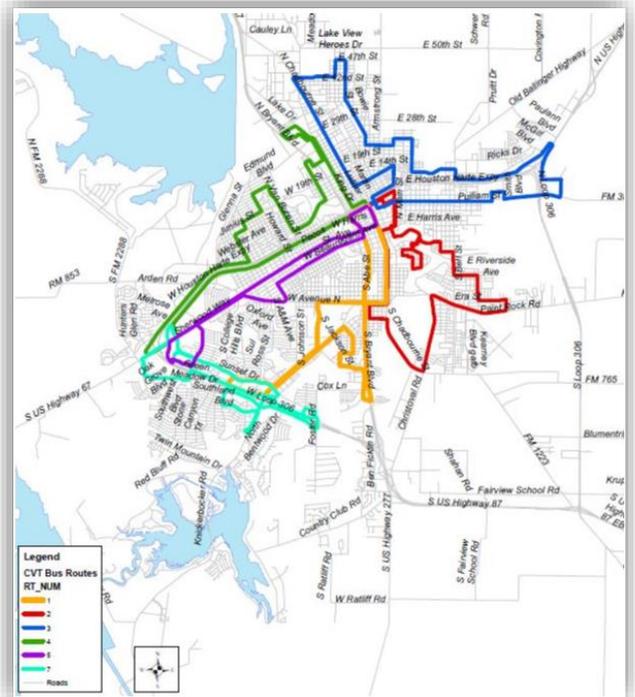
One Way Fares	
Adult	\$2.00
Child Under 6	Free
Child Over 6	\$2.00
Passes	
Red Dot Card	\$20.00 = 10 Urban DR Trips

Rural General Public Service

One Way Fares	
Adult	Free
Child Under 6	Free
Child Over 6	Free

Charter Services

2 Hour Minimum	
Per Hour	\$125



Fixed Route Transportation

Who can utilize this service?

Anyone within San Angelo, Texas can utilize this service including students, military members, visitors, elderly, and disabled. Our buses are equipped with wheelchair ramps/lifts as well as wheelchair securement devices. All buses are ADA compliant in order to allow passengers to ride without limitations.

How frequently do the buses run?

Each route takes about an hour to run completely and ends at the Multi-Modal facility at the :30 mark of every hour. It is requested that every passenger arrive at their bus stop or the Multi-Modal facility 5-10 minutes before the bus is scheduled to arrive. Specific stop times can be found on the route maps at the Multi-Modal facility, online at <http://www.cvtride.ridesystems.net/>, or on the "Ride Systems" app in the app store by selecting Concho Valley Transit.

Where can I transfer routes?

At the Multi-Modal facility at 510 North Chadbourne Street, passengers are able to get off their current bus and transfer to another route. There is no transfer fee for those who purchase a day pass. However, those with one-way tickets will be required to upgrade to a day pass if they wish to transfer to a different bus at the multi-modal facility.

How do I know which bus is on which route?

The bus route will be numbered with a display sign on the front windshield.

How do I notify the driver that I am approaching my stop?

Please notify the driver verbally at least a block in advance to allow them time to safely move out of traffic.

Where do I get a bus pass?

All passes are available at the Multi-Modal Facility located at 510 North Chadbourne Street. Daily passes are available for purchase from Fixed Route Drivers while on route. All passes and fares must be bought with exact change if purchased on the vehicle.

What time are the buses running?

Bus service begins at 6:30 AM Monday through Friday and at 7:30 AM on Saturdays starting at the Multi-Modal facility. Service ends at the Multi-Modal facility at 7:30 PM each day. All operations are closed on Sundays.

How many routes are there?

There are six (6) main service routes, two (2) Angelo State University routes, and one (1) Goodfellow route. RamTram operates Tuesday 4:00 p.m. – 8:00 p.m., Friday 5:30 p.m. - 11:30 p.m., and Saturday 11:30 a.m. - 11:30 p.m. Goodfellow Express operates Friday 5:30 p.m. – 1:30 p.m. and Saturday 11:30 a.m. – 1:30 p.m. See our website or Multi-Modal facility for more details on these routes.

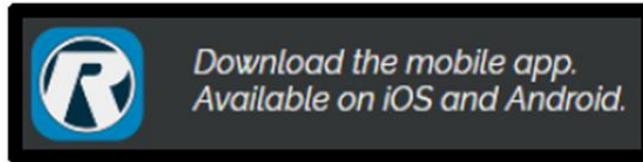
Who is eligible for ½ price fares and passes?

If you are disabled, over 65 years of age, a student, active military or a Medicare card holder, you are eligible for ½ priced monthly passes or single rides (this excludes the \$2.00 Day Pass). Please bring documentation of one of the above to the CVTD Multimodal facility for proof and purchase.

Fixed Route Bus Tracking System

Search "Ride Systems" in the app store and select "Concho Valley Transit"

This user-friendly system will provide riders with ability to locate and arrive at a stop on time in order to utilize any of the 8 different fixed routes throughout the city. A live map will show the current location of all vehicles on route and provides an estimated time of arrival. Vehicle locations are updated every few seconds and vehicle icons are color-coordinated for easy identification. Visit www.cvride.ridesystems.net and try it today!



www.cvride.ridesystems.net

A screenshot of a web browser displaying the "LIVE SHUTTLE TRACKER" website. The browser's address bar shows "cvride.ridesystems.net/default.aspx". The page features a sidebar on the left with a "ROUTES" section containing buttons for "ACTIVE" and "ALL", and a list of routes: Route 1 (orange), Route 2 (red), Route 3 (blue), Route 4 (green), Route 5 (purple), Route 7 (pink), and Special Events Rita the Trolley (green). Each route has a "DETAILS" link. The main area is a map of San Angelo, Texas, with various bus routes overlaid in different colors. Landmarks like O.C. Fisher Lake and San Angelo State Park are visible. A text box at the bottom of the map area contains the text: "Text CVTDINFO to 84483 to sign up for CVT Alerts. Standard Text Messaging Rates Apply (310 days ago)".

ADA Paratransit Service

What is ADA?

This service is designed to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA) and provides comparable service to the fixed route busses. ADA Service can be used to travel from any origin to any destination for any reason, within San Angelo, Texas city limit fixed-route bus, during the same days and hours of operation as the fixed route.

Who is eligible?

Eligibility for CVT ADA Paratransit service is based on a person's inability to use the fixed-route bus system due to a disability. ADA regulations provide that a person may be eligible for Paratransit services under one of the three categories.

Note: A condition which makes traveling to a boarding location or from a disembarking location more difficult but does not prevent the travel; or environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, form a basis for eligibility.

Category 1: "Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

Category 2: "Any individual with a disability who...is able...to board, ride and disembark from any vehicle which is readily accessible...if such a vehicle is not being used to provide designated public transportation on the route."

Category 3: "Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system."

How do I apply?

There are three ways to access the ADA Paratransit service application and informational handbook. Applications and handbooks can be picked up and dropped off in person Monday – Friday from 8:00 AM to 5:00 PM at the Multi-Modal Facility. You may also request to have an application mailed to your home address by calling CVT at 1-877-947-8729 and speaking with a Customer Service Agent. For your convenience, we have also added a link to the application on our website at www.cvt.org under the paratransit tab. These applications will still need to be turned in to CVT in person or by mail. Those mailing their application should mark the outside of the envelope "confidential" in order to protect customer privacy.

Applications must be filled out completely and include all required documentation in order to be processed. Incomplete applications will be returned to the applicant. Please mail your completed application and any supporting documentation to Concho Valley Transit District, Attn. Compliance, 510 N. Chadbourne Street, San Angelo, Texas 76904.

What are the hours of operation for Paratransit Service?

Paratransit services operate on the same schedule as the urban fixed route system. The operational hours are Monday – Friday 6:30 am to 7:30 pm and Saturday from 7:30 am to 7:30 pm. All operations are closed on Sundays. Office hours for customer service at 8:00 am to 5:00 pm. Remember, all trips must be scheduled through our centralized dispatch office by 3:00 pm the day before the trip takes place.

ADA Paratransit Services (continued)

When will I know if I qualified?

Within 21 days of CVT receiving a completed application, applicants will be notified by mail regarding eligibility. Eligible individuals will receive an approval letter stating the service type and terms of eligibility and an identification card.

If the applicant is determined to be ineligible, he/she will be notified in writing regarding the reasons for the finding. The applicant may appeal the decision by following the administrative appeals process as outlined in the ADA Handbook posted on our website at cvtd.org.

How do I schedule a trip?

Call the CVT Reservations Line at 1-877-947-8729 during office hours and speak with a Customer Service Agent. Trips can be scheduled 1 to 14 days in advance Monday through Friday. Reservations must be made no later than 3:00 p.m. the day before you want to travel, and 3:00pm Friday for Monday transportation. We do not book trips on Saturdays. Same day travel requests cannot be accommodated. Those who need additional assistance during pick up or drop off should inform dispatchers when scheduling a trip. For those clients requiring assistance, the driver will assist clients to and from the most outside door of a building or facility.

When can I cancel a trip and what penalties are there?

Any cancellation made by 4:45 PM the day before your scheduled trip is considered an advanced cancellation. Proper advanced cancellations allow CVT to reassign resources and limit disruptions caused by changing schedules. No penalties are assessed for advanced cancellations.

Any cancellation at least two hours before the start of your scheduled pick-up window is considered a same day cancellation. Cancelling your trip at least two hours in advance allows CVT to reassign your scheduled vehicle to another customer. No penalties are assessed for same day cancellations.

Cancellations made less than two hours but at least 30 minutes before the start of your scheduled pick-up window are considered Late Cancellations and may result in penalties which could lead to suspension of service – See the Late Cancellation and No-Show Policy in handbook for details.

A “No-Show” occurs when (1) the customer cancels the trip less than 30 minutes prior to the start of the scheduled pickup window. (2) When the vehicle arrives on time, but the customer no longer wants the ride – also called a “cancel at the door”. (3) When the vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location. (4) When the vehicle arrives on time and waits for five minutes, but the customer is not ready to go, and the driver must leave to stay on schedule.

Customers who demonstrate a pattern or practice of No-Show's and/or Late Cancellations may incur penalties which could lead to a suspension of service – see the Late Cancellation and No-Show Policy for details. NOTE: If you No-Show the first leg of your trip all additional trips scheduled for that day will not be automatically cancelled. You must call CONCHO VALLEY TRANSIT to cancel any remaining trips that are no longer needed or risk additional penalties.

Medicaid Transportation Service

Transportation for medical trips for those who are approved for Medicaid transportation. To find out more about your eligibility, call Health and Human Services at 1-877-MED-TRIP (1-877-633-8747). All trips for this nature must be scheduled through Medicaid. Medicaid will then relay your trip information to CVT for pick up.

Who can get rides?

To get rides to health care appointments using our non-emergency medical transportation (NEMT) services, you must be an eligible Medicaid recipient who is a member of one of Access2Care's contracted health plan or government clients. These NEMT services help you when you have no other way to get to your healthcare appointment.

How much does it cost?

Rides are generally covered by Medicaid via your health plan, so there is no charge to you.

How do I ask for a ride?

Please call your health insurance company to learn your NEMT toll-free number. Call Access2Care as far in advance of your healthcare appointment as possible. Please call at least three (3) business days before your healthcare appointment so we can make sure you get the ride you need.

What do I need when I call Medicaid?

Please have the following items handy when you call:

- Your Medicaid ID number
- Your home address and phone number
- Your mailing address (for bus tickets/passes)
- The day and time of your healthcare appointment
- The complete address for your healthcare appointment
- Your caregiver's name
- The general medical reason for your appointment
- We will ask a few other questions to make sure you get the right service

How will I know what time to be ready for my ride to my appointment? How will I get home after my appointment?

For scheduled trips, Medicaid does not set a specific pick up time, but rather establish a pick-up window. The transport provider has one hour prior to the member's appointment to pick them up at their home. Conversely, they have one hour from the time the member calls for their return ride, to pick them up from their appointment. When your appointment is over, please call the centralized dispatch center at 1-877-947-8729 and inform the dispatchers that you are ready.

Who can call to set up a ride for me?

Generally, you, a relative or guardian, caregiver, or someone who works where you live can schedule your ride through Access2Care. To protect your privacy, the person will need to know at least three of the following items: your name, date of birth, address, phone number, or Medicaid ID number.

Rural Transportation Service

What rural counties does CVT operate in?

Counties include Coke, Concho, Crockett, Irion, Kimble, Menard, McCulloch, Reagan, Schleicher, Sterling, Sutton and Tom Green (outside of San Angelo city limits).

How much does it cost?

Rural transportation is free to all riders traveling county to county, county to San Angelo, and San Angelo to county. No application is required.

How does the system work?

The rural system operates similarly to our demand response system, meaning that trips must be scheduled and service is curb-to-curb as compared to waiting at bus stops. This includes those trips within San Angelo so long as the passenger originated from the rural counties and plans to return to the rural county that same day. Trips can be scheduled for any reason including doctors' appointments, family visits, shopping, and more.

How do I book a trip or multiple trips?

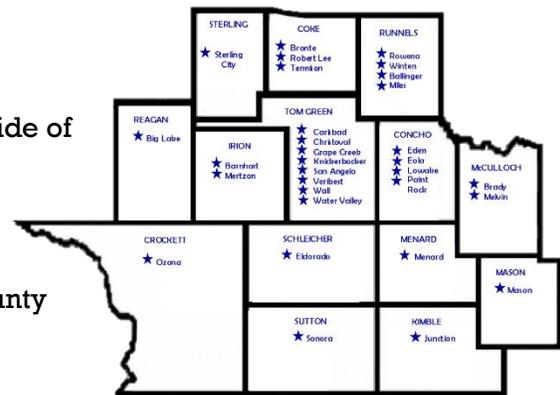
Passengers should call our centralized dispatch at 1-877-947-8729 to book trips. Individuals are required to book their planned rural trips 24 – 48 hours in advance and before 3pm the day before in order to assure proper area coverage. If you have a specific appointment scheduled, please inform the dispatchers of the appointment time to ensure that we arrive at your appointment before it begins.

When will the bus leave and return to the rural area?

Our rural hours of operation are Monday – Friday 7:30am to 5:30pm and Saturday operation varies. All of our services are based on a ride share system therefore, there will often be others on the bus. Due to this, the initial pick up and return time in the rural areas will vary based on number of clients from each county and the combined schedules for that day. All scheduled appointments will be met on time within the hours of operation however, all buses must be back in their assigned counties and finished with trips by 5:30pm. Those who are finished with their errands early while in San Angelo must remain in San Angelo until the bus is ready to return to the rural areas. Rural Medicaid clients are encouraged to continue to set up medical appointments transportation through the Medicaid system.

How do I notify my driver that I am done with my appointment or would like to go to my next scheduled destination?

When your appointment is over, please call the centralized dispatch center at 1-877-947-8729 and inform the dispatchers that you are ready. The dispatchers will then inform your assigned rural driver that you are ready and they will head back to your last destination to pick you up and take you to the next location.



Charter Service

Where can I book a charter service and how long can we book the vehicle for?

Charter services can be booked in any location the Concho Valley Transit operates, including rural counties. There is a 2-hour minimum for all reservations. The charter service is available from 8:30am to 1:00am Monday through Saturday.

How do I book a charter and when is payment due?

A completed Charter Service Request Form must be received no later than 5 business days prior to event. CVT must receive advance payment by cash, check, or cashier's check, no later than 3 business days *prior* to the event. Request charter forms by email: ryan.herrera@cvcog.org or danielle.echols@cvcog.org or by phone by calling 325-947-8729 Ext. 416. When buses or vans are available, charter service is granted on a first come, first served basis and will follow the charter service guidelines.

Can our charter stop at multiple locations?

Yes! It is requested that the party submit a schedule with the locations of pick-ups and drop-offs along with an itinerary in order to assure that your event is completed on time and that everything runs smoothly.

Are the buses accessible to those with disabilities?

Yes, all of our vehicles including the Trolley are ADA compliant and have wheelchair access

Can I guarantee a specific vehicle such as the Trolley for my event?

Unfortunately, no vehicle can be specifically reserved for an event. We can however make a note of your preference and we will try to accommodate that if the vehicle is available. All charters will either receive our Trolley bus or one of our standard white buses. We only have one Trolley and therefore we cannot double book, it will be based on a first come basis as to who receives it if it is in service. If the Trolley is broken down, charters will receive standard white buses.

How many people can you accommodate for a charter?

The Trolley can accommodate 22 sitting and 10 standing for a total of 32 people. The standard white buses can accommodate 20 sitting and 8 standing for a total of 28 people. We can provide your party with multiple buses; however, the charges would apply per bus. Therefore, if your party needed two buses for two hours at a rate of \$125 and hour, the total would amount to \$500.



PASSENGER CODE OF CONDUCT

1. **BE PREPARED** – Show your bus pass or **pay using exact change** for bus fare when boarding the bus. Transit Operators do not carry or make change.
2. **BE TIMELY** – Board the bus as quickly as possible and take a seat. If no seats are available, stand behind the line and use the overhead handrails.
3. **BE COURTEOUS** – Do not take more than one seat if the bus is crowded.
4. **DON'T FORGET YOUR BELONGINGS** – Check that you have your belongings *before exiting*.
5. **NO FOOD/DRINK** – Do not eat or drink on the bus.
6. **KEEP BUSES CLEAN** – Do not leave paper or trash on the bus. Use trash cans located at bus stops or at the Transit Depot.
7. **CLOTHING REQUIRED** – All passengers must have shoes, shirt, and bottom covering at all times.
8. **KEEP QUIET LEVELS** – Speak softly when talking to others or using cell phones.
9. **NO SOLICITING** – Passengers cannot solicit goods or services in CVT vehicles or around bus facility.
10. **ALLOW THE DRIVER TO DO HIS/HER JOB SAFELY** – Passengers are not allowed to interfere with the Transit Operator or operator controls at any time.
11. **RESPECT THE TRANSIT OPERATOR AND PASSENGERS** – Respect the Transit Operator and other passengers on board.

PROFANITY, TEASING, SEXUAL/RACIAL SLURS OR GESTURES, AND/OR THREATENING/OFFENSIVE LANGUAGE WILL NOT BE TOLERATED. NO PERSON SHALL INTENTIONALLY OR RECKLESSLY HARASS OR ANNOY ANOTHER PERSON.

12. **NO DRINKING AND/OR SMOKING** – Alcohol and smoking, including electronic cigarettes, is prohibited in all CVT vehicles. **IT IS AGAINST THE LAW!**
13. **NO ILLEGAL SUBSTANCES/WEAPONS** – The possession of illegal drugs, dangerous substances, and/or weapons of any kind is strictly prohibited from all CVT vehicles.
IF INTOXICATED OR INHIBITED BY DRUGS, SERVICE COULD BE DENIED!
14. **SERVICE ANIMALS ONLY** – Passengers accompanied by a service animal are liable for any damages that may be caused. Service animals are not allowed to sit in a seat.
15. **AGE REQUIREMENT** – You must be at least **12** years of age to ride the bus without the company of a parent or guardian.
16. **NO OUTSIDE STOPS** – For Fixed Route Services, CVT Drivers will pick-up/drop-off at designated bus stop locations only!
17. **KEEP BAGS TO A MINIMUM** – Please keep bags/packages to as minimum so as not to take up too much room for other occupants.

Violation of any rules may result in refusal of service or expulsion from CVT services

Contact Information

Multi-Modal Facility & Mailing Address

Concho Valley Transit

510 North Chadbourne Street
San Angelo, Texas 76903

Phone Numbers

General Information & Scheduling

325-947-8729

ADA Records

325-947-8729 Extension 410

Charter Reservations

325-947-8729 Extension 416

Medicaid Services

1-877-MED-TRIP (1-877-633-8747)

Hours of Operation

Office Hours

Monday – Friday

8:00 am – 5:00 pm

Fixed Route and Urban Paratransit Hours

Monday – Friday

6:30 am – 7:30 pm

Saturday

7:30 am – 7:30 pm

Rural Demand Response Service Hours

Monday – Friday

7:30 am – 5:30 pm

Saturday

Varies – call for more information