



ADA Paratransit Services Guidebook

*Concho Valley Transit
510 N. Chadbourne St.
San Angelo, TX 76903
1-877-947-8729*

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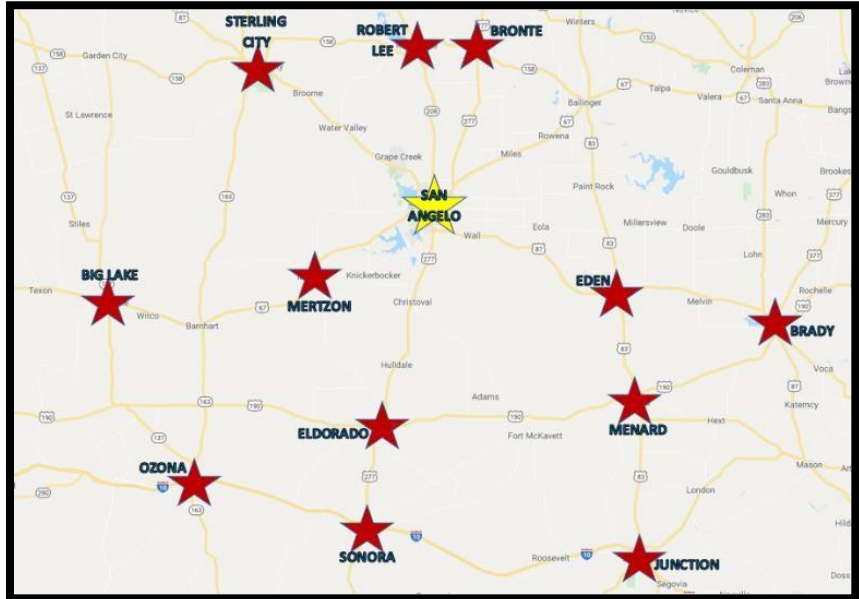


Agency Overview

Concho Valley Transit District

The Concho Valley Transit District (CVTD) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funds for transit services. CVTD serves as a rural transit district (RTD) for 12 counties in central and western Texas, including Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green Counties. In 2006, CVTD took over the responsibility from the City of San Angelo to provide public transportation for the San Angelo urbanized area (UZA), and CVTD serves as an urban transit district (UTD) as well.

As a rural transit district, CVTD operates demand-response service in rural areas of Tom Green County and all of the rest 11 counties. CVTD develops a fixed schedule for each county to provide regular out-of-county bus service. As an urban transit district, CVTD operates fixed-route service and ADA



paratransit service within the city limit of San Angelo, and for the San Angelo UZA outside the city limit. In addition, CVTD contracts with American Medical Response (AMR) to provide non-emergency medical transportation for eligible residents in the entire Concho Valley Region. CVTD also partners with several local agencies and organizations, such as Foster Grandparents, Senior Companion and Area Agency on Aging, to provide transit services to their clients.

The Concho Valley Council of Governments (CVCOG) is the parent agency of CVTD.

CVT's website: www.cvt.d.org

Title VI Compliance

CVT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B.

For additional information on CVT's nondiscrimination policies and procedures, or to file a complaint, please visit the website at cvt.d.org or contact Concho Valley Transit, 510 N. Chadbourne St., San Angelo, TX 76903, Phone: 325.947.8729.

Americans with Disabilities Act (ADA) Information



Materials can be provided in alternative formats by contacting Concho Valley Transit at 325.947.8729 or cvtinfo@cvcog.org.

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CVT's ADA Para-Transit Program

What is ADA Para-Transit?

ADA Para-Transit is a program administered by Concho Valley Transit and provides destination-to-destination public transportation to riders who qualify for one or both of the following services currently offered by the program:

ADA Service

Concho Valley Transit's ADA Service (sometimes called Para-transit Service) provides specialized transportation for people with disabilities who are not able to fully utilize the fixed-route public transportation system. 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 service. Concho Valley Transit's ADA Service can be used to travel from any origin to any destination within three-quarters ($\frac{3}{4}$) of a mile of a fixed-route bus during the same days and hours of operation as the fixed route.

Eligibility and Certification

Who is eligible for ADA Para-transit Service?

Eligibility for Concho Valley Transit ADA Para-transit 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 Para-transit services under one of the following three categories:

Category 1: (Section 37.123(e) (1) of the ADA regulations).

"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."

- This applies to those persons who are unable to use fully accessible fixed-route bus service and includes those individuals who cannot independently navigate the fixed-route system.

Category 2: (Section 37.123(e) (2) of the ADA regulations).

"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."

- This applies to an individual who would be able to use the fixed-route bus system if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not required once a transit system is 100% accessible.

Category 3: (Section 37.123(e) (3) of the ADA regulations).

"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."

- This applies to an individual who, because of his/her disability, cannot access a particular bus stop to board the fixed-route bus system or cannot access his/her final destination after disembarking from a fixed-route bus. Eligibility is determined each time the eligible customer calls.
- *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.*

Types of Eligibility

Based on an assessment of individual needs and circumstances, applicants may qualify for any one of the following ADA Para-transit types of eligibility:

Unrestricted – Full access to the service for up to three (3) years.

Temporary – Full or conditional access to the service for the expected duration of a temporary disability that serves as the basis for ADA eligibility.

Conditional – Access to the service for up to three (3) years only when conditions exist that impact an individual's ability to use the fixed-route bus system as determined during the eligibility process. Conditional eligibility may be approved based on weather conditions, unfamiliarity of trips, specific origins or destinations, time of day, etc.

Service for Visitors

Visitors to the San Angelo area can use Concho Valley Transit for up to 21 calendar days a year by providing proof of ADA eligibility in another city or other documentation that they have a health condition or disability which prevents them from using regular buses. For information on Visitor Status with Concho Valley Transit, please call 1-877-947-8729.

How do I apply for CONCHO VALLEY TRANSIT Service?

All Concho Valley Transit customers must complete an application. Applications are available at the Concho Valley Transit offices, and can be picked up in person Monday – Friday from 8:00 AM to 5:00 PM. You may also request to have an application mailed to your home address by calling Concho Valley Transit 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.cvtd.org.

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 along with any supporting documentation to:

Concho Valley Transit
Attn: ADA Records - CONFIDENTIAL
510 N. Chadbourne Street
San Angelo, TX 76903

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 this document.

Recertification of Eligibility

Each Concho Valley Transit customer must be recertified upon reaching his/her eligibility expiration date as identified on his/her identification card. Typically, eligibility extends for three (3) years from certification.

Service Area and Hours

When and where can I travel?

The Concho Valley Transit ADA Para-Transit service program is designed to be an extension of, or complement to the fixed route service. The service area and hours generally follow the service provided by the fixed route busses.

ADA eligible customers can travel anywhere within the city limits of San Angelo during the same days and hours of operation as CVT fixed route services. Please note that changes made to service levels of the fixed-route bus schedules may affect Concho Valley Transit ADA Para-Transit service. Please visit www.cvtd.org for a detailed map of all fixed routes and their current service area or ask your Concho Valley Transit Customer Service Agent for information.

Holiday Service

Concho Valley Transit does not provide ADA service on the following Holidays:

New Year's Day – January 1st

Memorial Day – Last Monday of May

Independence Day – July 4th

Labor Day – First Monday of September

Thanksgiving Day – 4th Thursday of November

*Christmas Eve – December 24th – **(Runs the CVT Modified Schedule – No Sunday Service)***

Christmas Day – December 25th

Customer Fares

How much does each trip cost?

Customer fares are \$2.00 on all one-way trips for ADA service. Please remember that all passengers must pay the exact cash fare when boarding the Concho Valley Transit vehicle or have pre-purchased a Red Dot card at the CVT Multimodal facility— drivers do not carry change. A Red Dot card is a \$20.00 prepaid card that is representative of 10 ADA trips. Red Dot cards can be purchased from the driver or at the CVT Multimodal facility.

ADA Service – ADA regulations allow the fare charged to an ADA eligible user for each trip to be twice the fare of a comparable fixed-route bus trip. Please visit the Concho Valley Transit web site at www.cvtd.org for current fare information. If a customer's eligibility certification includes a Personal Care Attendant (PCA), the attendant is allowed to ride free of charge. Persons, other than the PCA, riding with the customer are considered Guests and are charged the same fare as the eligible customer. ADA eligible customers may travel with one PCA and one Guest.

Children age 6 and under may ride free of charge. Please remember that all passengers, including PCA's, Guests, and children, must be scheduled at the time of the reservation to ensure space availability on the vehicle. Additionally, all PCA's, Guests, and children must travel from the same origin to the same destination as the eligible customer.

*Hint: Have your **exact** fare ready at the time of your trip. Payment is due as you board the vehicle and drivers do not carry change.*

Tips and Gifts

Our drivers are not permitted to accept tips or gifts. If you would like to commend a driver for service provided, please call our customer service comment line at 1-877-947-8729, and tell us about your experience.

Hint: Please tell us when our Drivers or Customer Service Agents are doing a good job!

Reservations and Scheduling

How do I schedule a trip?

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. Same day travel requests cannot be accommodated. Due to limited staffing we do not book trips on Saturdays. Call the Concho Valley Transit Reservations line, 1-877-947-8729 and speak with a Customer Service Agent! **Same day travel requests cannot be accommodated – this is not to be confused with a “will-call” return trip which is outlined below.**

Phone Numbers and Hours of

Fixed Route Operation

1-877-947-8729 Customer Service

Monday Friday 6:30AM- 6:30PM

Saturday 7:30AM- 6:30PM

Sunday Closed

Last Reservation taken at 3 PM

Reservation How-To:

- ✓ First and last name.
- ✓ Date and time that you wish to travel, including the appointment time at your destination if appropriate.
- ✓ Complete address of your pick-up location.
- ✓ Complete address of your destination, including the name of the business, the suite or building number, etc.
- ✓ Time of your return trip. Please allow at least 90 minutes between trips.
- ✓ Are you traveling with a Personal Care Attendant and/or a Guest?
- ✓ Trip purpose (medical, work, education, nutrition, shopping, personal, social, or other).
- ✓ Any special instructions or additional information.

Hint: Please have your trip information ready before you call to help speed up the reservation process and reduce phone wait times.

Pickup Window:

During the reservation process, you will be given a 30-minute window in which the driver will be scheduled to arrive. Your vehicle may arrive at any time during this 30-minute window. **Please be ready to go at the beginning of your pickup window to avoid any delays.**

Note: Concho Valley Transit is busiest between 7:00AM - 10:00AM and 1:00PM – 5:00PM but varies day to day. If your travel times are flexible you may wish to avoid traveling during these times.

Tips for Scheduling Service:

- Be sure to allow plenty of time to finish your appointment in order to meet the vehicle within your scheduled return trip time window.
- Tell us if you have an appointment time so we can schedule your trip to arrive at your destination before your scheduled appointment.
- Be aware of the opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow extra time for the pickup and drop-off of other passengers before reaching your destination. Concho Valley Transit is a “shared ride” service and you may be on the vehicle up to 60 minutes to accommodate other trips.
- Listen carefully to make sure your trip is scheduled correctly. The Customer Service Agent will repeat your trip information.

“Will-Call” Return Trips:

If you have a medical appointment, Concho Valley Transit realizes it may be difficult to predict your return time. For medical trips only, you may schedule a “will-call” return during the reservation process. “Will-

call” trips are not assigned to a vehicle until you call and activate the “will-call”. When you are ready for your return trip, simply call Concho Valley Transit at 1-877-947-8729 and tell us you are ready. The Customer Service Agent will activate the “will-call” and assign your trip to a vehicle. Please note: For “will-call” returns, your vehicle will be scheduled to arrive within 5 minutes to one (1) hour of your call. “Will-call” returns are rides from the location in which you were dropped off. Please note that should you move locations that is considered a same day trip which we are unable to accommodate at this time unless you have this pre-planned and dispatch has noted that your “will-call” return trip pick up is at another location.

Attendants and Guests

Concho Valley Transit customers may travel with up to two guests, one of which may be designated as a personal care attendant. Additional guests may be accommodated only if space is available.

Personal Care Attendants (PCA)

A personal care attendant is defined by the ADA as “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” Customers are required to indicate during the eligibility and certification process whether he or she travels with a personal care attendant. Customers approved to travel with a PCA must inform the Customer Service Agent during the reservation process that their PCA will be accompanying them. PCA’s must travel from the same origin to the same destination as the customer and are not charged a fare for ADA service.

****CVT reserves the right to request a PCA in certain situations for the safety of our clients and for the protection of our employees.***

Guests (or Companions)

Any person, other than a personal care attendant, traveling with a customer is considered a guest. Guests must travel from the same origin to the same destination as the customer and pay the same fare as the customer.

Note: Be sure to inform your Customer Service Agent of any PCA’s or Guests, including children, who will be traveling with you. Every seat must be reserved in advance. PCA’s and Guests that are not included in the trip reservation will not be allowed to travel.

Service Animals and Pets

Service animals are permitted on all Concho Valley Transit vehicles. Please inform the scheduling office if a service animal will be accompanying you on your trip. Animals must not pose a threat to any passenger or the vehicle operator. Animals shall not block or in any way obstruct aisles or doorways

Small pets, which are not service animals, may accompany Concho Valley Transit customers as long as they are in an approved pet-carrier that you can hold on your lap during the entire trip. The carrier may not be set in a seat or the aisle floor of the vehicle. Unruly, aggressive, noisy, or pets that are a disruption to other passengers can be refused. Owners must be in complete control of their pets.

Completing Your Trip

The Pickup Point

Your vehicle may arrive any time during your 30-minute pickup window. Concho Valley Transit provides destination-to-destination service and cannot enter residences or businesses. Please be ready and waiting near the most exterior door. If you are using a wheelchair, there must be an accessible path from

your pickup point to the vehicle. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Drivers are required to wait for passengers up to five (5) minutes after their arrival or five (5) minutes after the start of the scheduled pickup window, whichever is longer. If you are not available to board the vehicle within five (5) minutes, the driver may leave and your trip will be forfeited.

Please let the dispatcher know if you are in need of any reasonable accommodations when scheduling your trip. Recipients of Federal financial assistance are required to provide reasonable accommodations by making temporary, situational changes to policies, practices, and procedures, if needed, by an individual with a disability to enable him or her to participate in the recipient's program or activity, unless providing such accommodations are an undue financial and administrative burden or constitute a fundamental alteration of the program or activity.

Your CONCHO VALLEY TRANSIT Vehicle and Driver

Concho Valley Transit utilizes a dedicated fleet of vehicles for both the ADA and non-ADA services. Drivers are required to wear identification badges and a uniform, and will identify themselves as Concho Valley Transit drivers.

During Your Ride

Concho Valley Transit operates as a shared-ride service. You should expect to routinely share your vehicle with other Concho Valley Transit customers. As a result of the shared nature of the service, please note the following:

- Seat selection is first come, first served.
- You may or may not be taken directly to your destination. The vehicle may deviate significantly from a direct route to your destination in order to accommodate other passengers.
- Be prepared to be on board the vehicle for up to one (1) hour or more for significantly longer trips. Please schedule your trip accordingly.
- Passengers are expected to be courteous to all fellow passengers and the vehicle operator.

The Drop-Off Location

Concho Valley Transit provides curb to curb service. Drivers must maintain sight of their vehicles at all times. If you are using a wheelchair, there must be an accessible path from the vehicle to your destination. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Please plan ahead and make sure that you will be able to access your destination and, if necessary, someone is there to receive you. Drivers will not leave customers outside a locked building or other unsafe location. **Please let the dispatcher know if you are in need of any other reasonable accommodations when making your reservation so that we can accommodate that request. Recipients of Federal financial assistance are required to provide reasonable accommodations by making temporary, situational changes to policies, practices, and procedures, if needed, by an individual with a disability to enable him or her to participate in the recipient's program or activity, unless providing such accommodations are an undue financial and administrative burden or constitute a fundamental alteration of the program or activity.**

What if I miss my trip?

Occasionally circumstances arise and you are unable to complete your scheduled trip. Please see the Cancellation and No-show" section for more information on when and how to cancel your trip.

Concho Valley Transit does not offer same-day service. If you miss your trip, you are responsible for rescheduling your trip for another day or for finding alternative transportation.

If one of the following conditions occurs, Concho Valley Transit may attempt to send another vehicle following standard “will-call” return trip procedures:

- 1) The missed trip was due to a reservations or scheduling error.
- 2) The missed trip was caused by the vehicle arriving late or due to Driver error.
- 3) Certain other unavoidable circumstances or situations where the customer may be stranded away from home.

If you miss your trip and still need transportation, please contact your Customer Service Agent to discuss your options.

NOTE: If you are at home or if you are not ready and refuse a trip after the driver makes contact with you within the pick-up window, Concho Valley Transit **will not** send another vehicle.

Hint: Make sure you are ready at the beginning of your pick-up window so that you don't miss your ride.

Cancellations and No-Shows

Sometimes, plans change and you may need to cancel your trip. Trips can be cancelled by calling Concho Valley Transit at 1-877-947-8729.

Advanced Cancellation

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

Same Day Cancellation

Any cancellation at least two (2) hours before the start of your scheduled pick-up window is considered a same day cancellation. Cancelling your trip at least two (2) hours in advance allows Concho Valley Transit to reassign your scheduled vehicle to another customer. No penalties are assessed for same day cancellations that fall within this time-frame.

Late Cancellations

Cancellations made less than two (2) 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 for details.

No-Shows

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. The vehicle arrives on time, but the customer no longer wants the ride – also called a “cancel at the door”.
3. The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
4. The vehicle arrives on time and waits for five (5) 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.

Late Cancellation and No-Show Policy

The Americans with Disabilities Act (ADA) of 1990, section 37.125(h) states that “The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary Para-transit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” Concho Valley Transit has established the following points-based process to enforce its late cancellation and no-show policy.

Points System

Based on the definitions in the Cancellations and No-Show Policy section above, points are assessed for each occurrence of the following infractions:

Advanced Cancellation: 0 points – Thank you!

Same Day Cancellation: 0 points – ***(If trip is canceled at least 2 hours prior to scheduled pickup)***

Late Cancellation: 1 point – ***(If trip is canceled at least 30 minutes prior to scheduled pickup)***

No-Show: 2 points

NOTE: Trips missed by the individual for reasons out of his or her control are not assessed points and are not used as a basis for determining if a pattern or practice Late Cancellations or No-Shows exists.

Violations

No-Shows and Late Cancellations are recorded daily and accumulated for a continuous, rolling 30-day period for purposes of enforcing the “No-Show Policy”. Concho Valley Transit reviews total points assessed during a rolling 30-day period and calculates penalties as follows:

6 points in a rolling 30-day period: Warning Letter

8 points in a rolling 30-day period: Up to (3) day suspension

24 points in a rolling 60-day period: Up to (1) month suspension

48 points in a rolling 180-day period: Up to (3) month suspension

To account for frequent ridership, penalties are NOT assessed if total No-Shows and Late Cancellations for the period are less than 15% of the customer’s total trips.

Customers in violation of the Late Cancellation and No-Show Policy will receive written notice of the violation including details of the pending suspension of service. Customers will be given 14 days from the date of the notice to appeal the decision (see the Appeals Process) or to arrange for alternative transportation options during the suspension. Following the suspension period, customers will automatically be cleared to resume service. Subscription service is not automatically reinstated following a suspension. Please contact your Customer Service Agent to re-apply for subscription service.

NOTE: Notices are sent to your primary address on record. It is your responsibility to ensure that CONCHO VALLEY TRANSIT has your current contact information. Please call 1-877-947-8729 and speak with a Customer Service Agent to verify or update your information.

Appeals Process

Concho Valley Transit has established an administrative appeals process in accordance with the Americans with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for individuals who have been suspended from the provision of complimentary para-transit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes

- An opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service
- A written notification of the decision within 30 days of the completion of the appeals process including the reasons for the decision.

Eligibility Denial

Appeals regarding eligibility must be filed within 60 days of the denial of an individual's application. NOTE: The entity is not required to provide Para-transit service to the individual pending the determination on appeal. However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide Para-transit service from that time until and unless a decision to deny the appeal is issued.

Suspension of Service

Customers found to be in violation of the Late Cancellation and No-Show Policy and/or Passenger Code of Conduct are given a 14-day notice prior to the start of suspension, depending on the severity of the situation, in order to appeal the decision to the Safety/Operations Manager or to arrange for alternative transportation options during the suspension.

Customers who appeal a suspension for violation of the Late Cancellation and No-Show Policy and/or Passenger Code of Conduct will be allowed to continue to use Concho Valley Transit, during the 14 days allotted, pending the outcome of the appeal. The Safety/Operations Manager will issue the decision, in writing, whether to uphold or terminate the pending suspension based on all information provided.

Should an individual wish to appeal the decision of the Safety/Operations Manager, he/she may do so within 10 business days by submitting a written letter of appeal to the General Manager who will then have 14 days to respond to the appeal. The General Manager's decision is final. Passengers may be suspended for 30, 60, 180 days or may be banned permanently based on the severity of the actions. Suspensions that are upheld following the appeal will begin immediately upon completion of the appeals process. Following the suspension period, customers will automatically be cleared to resume service. Subscription service is not automatically reinstated following a suspension. Please contact your Customer Service Agent to re-apply for subscription service.

Complaints

What if I have a problem?

If you are experiencing problems with our service, please call 1-877-947-8729 and our Customer Service Representative will notify the appropriate staff member that we received your verbal complaint, research the problem, and work with you, Concho Valley Transit staff, and our service provider to resolve the issue. Customers may also go to our website (CVTD.org) for a printable copy of the Customer Feedback Form or obtain a physical copy located in the Lobby of CVT.

Subscription Service

What is Subscription Service?

Subscription service, also known as a "Standing Order" may be available for customers who travel regularly on a specific day(s) of the week, at the same time, to and/or from the same location. Subscription trips enable Concho Valley Transit to create efficient routes for customers who have similar travel patterns and give customers the convenience of transportation without having to call Concho Valley Transit to schedule each trip.

Which Trips Qualify for Subscription Service?

Any trip that repeats two (2) or more times each week may be eligible for Subscription Service. The trip must be exactly the same each day including day of week, pick-up time, appointment time, number of passengers, origin and destination. Work, school, and medical trips such as Dialysis are examples of common subscription trips.

How Do I Sign Up for Subscription Service?

Subscription Service is above and beyond ADA regulations and is approved on a first-come, first-served basis due to limited availability. Ask your Customer Service Representative for more information regarding Subscription Service.

Tips for Using Subscription Service

- Customers using Subscription Service must still call to cancel trips if the trip is not needed for a particular day. No-Show and Late Cancellation policies still apply to Subscription trips.
- Subscription Service may be temporarily suspended by the customer during periods when travel is not needed like vacations, hospital stays, etc. Contact your Customer Service Agent if you need to temporarily suspend your trips. Remember you must call Customer Service to resume your Subscription Services.
- Customers on Subscription Service must maintain a consistent travel history. Excessive cancellations and or No-Shows may disqualify the customer from further Subscription Service in addition to penalties described in the No-Show and Late Cancellation policy.
- All applicable customer fares must be paid at the time of the trip or the customer must have a prepaid Red Dot card.

Safety Policies

Children

Children under-12 years old must be accompanied by an adult.

Seat Belts

All Concho Valley Transit vehicles are equipped with seat belts. Texas law requires all front seat passengers to wear seat belts. For your safety, Concho Valley Transit requires the use of seat belts in the front seat and strongly recommends that all customers wear seat belts.

Car Seats

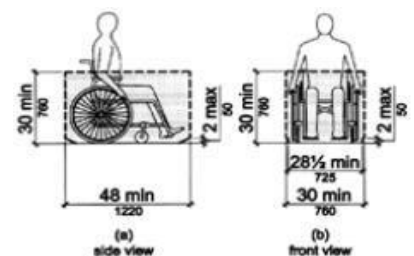
CVT will follow all Federal and State regulations regarding child safety seats.

Mobility Devices

Drivers must secure all mobility devices in the vehicle. However, for transport, the device must not exceed size and weight as specified by vehicle, lift or ramp manufacturer. Contact your Customer Service Agent for more information.

NOTE: Wheelchairs must not exceed: 48" long x 30" wide / 800 lbs. (including occupant)

Concho Valley Transit is unable to transport unoccupied wheelchairs or other mobility devices.



Time Sensitive Medical Needs

Customers who require food, medication, or oxygen at regular intervals should be advised that their travel time could be up to 60 minutes. Please plan ahead and carry the appropriate supplies with you when you travel.

Packages

Customers are limited to packages that they are able to carry with them and hold on/in their lap or next to their feet while seated in the vehicle. Drivers are not able to assist customers with excessive packages or shopping carts. Passengers needing assistance with packages should consider traveling with a guest. Please be mindful of the other passengers on board the vehicle.

Customers Requiring Supervision

If no one is present to receive a customer who is unable to be left unattended, the customer may be kept on the vehicle during subsequent trips. Concho Valley Transit will attempt to reach the customer's emergency contact to make arrangements for a drop off. If the emergency contact cannot be reached by the end of the vehicle's run the customer will return to Concho Valley Transit depot and placed in the custody of the proper authorities. A pattern or practice of related incidents may result in suspension of service.

Health / Safety Threats

Service may be withheld from customers that pose a direct health or safety threat to others. A customer will be limited or excluded from service if a direct health threat situation exists and if the threat cannot be eliminated by reasonable accommodations, e.g., excessive bleeding, waste matter on person, etc. *Violent, illegal, or disruptive conduct is not allowed aboard the vehicle. If a driver reports inappropriate behavior by a customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of a Concho Valley Transit vehicle, a service suspension may occur.*

Passenger Code of Conduct

Violation of the "Passenger Code of Conduct" may lead to immediate removal from the CVT vehicle and/or suspension of transportation services – Customers in violation of the "Passenger Code of Conduct" **may** receive written warning of the violation depending on the severity of the situation and based on managerial discretion.

PASSENGER CODE OF CONDUCT

1. **BE PREPARED** – Show your bus pass or **pay using exact change** for bus fare when boarding the bus.
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 papers 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 bus operator or operator controls at any time.
11. **RESPECT THE DRIVER AND PASSENGERS** – Respect the driver 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** – 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 few as possible 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

Para-transit Functional Procedure

Route 1- 5: Concho Valley Transit currently runs eight (8) fixed routes. Five (5) of these routes run six days a week on the following schedule.

Monday - Friday	6:30am-6:30pm
Saturday	7:30am-6:30pm
Sunday	Closed

Goodfellow: The sixth route, commonly known as Route 6 Goodfellow Express, runs on the following schedule:

Friday	5:30 pm – Saturday 1:30 am
Saturday	11:30 am – Sunday 1:30 am

ASU Ram Tram: Routes 20 and 21, commonly known as the Angelo State University Ram Tram Blue and Gold Routes, run on the following schedules during the school year:

Tuesday Route 21 Gold	4:00pm – 8:00pm
Friday Route 20 Blue	5:30pm – 11:30pm
Saturday Route 20 Blue	11:30am – Saturday 11:30pm

During the summer break, the Ram Tram hours may vary. Please visit www.cvtd.org for the most up-to-date route times.

*There is no bus service during winter break

To ensure compliance with the American with Disabilities Act of 1990 we will run a complimentary and comparable Para-transit service for those with disabilities who are not able to fully utilize the fixed-route system. Vehicles that are of the design and function to comply with ADA Para-transit requirements and service standards will be specifically assigned and running the same hours as the normal five (routes 1 – 5) fixed route vehicles.

Travel must meet the requirements of the ADA Act and be from any origin to any destination within three-quarters ($\frac{3}{4}$) of a mile of a fixed-route during the same days and hours of operation as that specific fixed route system. Other fixed route requirements including, providing alternative transportation when vehicle or lift becomes inoperable, nondiscriminatory boarding procedures, providing adequate time to board and alight, stop announcements, and any other ADA regulation required will be followed according to federal, state or local law.

Severe or Inclement Weather

When dangerous weather conditions are forecasted, the CVT Operations will be monitoring the road conditions and will contact media sources by 5:30am in the event there is a delay. If decided there needs to be a delay in service, CVT will be delayed until 10:30am. CVT Operations will continue to monitor the road conditions and by 9:30am they will determine whether CVT will resume service at 10:30, or close for the day.

Stay tuned to the following media services for updates throughout the morning:

Foster Communications (Radio)

94.7 (KIXY)

101.9 (KWFR)

1260AM (KKSA)

100.1 (KCLL)

KGKL (Radio)

97.5

KLST (TV)

KSAN (TV)

Any questions or concerns, please call 1-877-947-8729

or

Email: cvtdinfo@cvcog.org

You can also text **CVTDRIV** to 84483 to receive text updates when there are weather delays

and

Follow us on Facebook for news and updates.