



Charter Service Instructions and Request Form

General Guidelines:

- A completed Charter Service Request Form must be received no later than **14** business days prior to event. Chartering groups must provide CVT with all appropriate and necessary directions/maps within **7** business days prior to charter service date.
- Charter requests may be DENIED based upon service availability. CVT reserves the right to deny charter service or cancel service at any time based on the operational required commitment to the public.
- The number of vehicles required for a specific charter will be determined by CVT based on the number of expected passengers and vehicle capacity. CVT does not guarantee any type/style of vehicle for any charter.
- All vehicles are wheelchair accessible – but if you require more than 2 wheelchair stations, please note this on the charter request form 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 present.

Hours / Days of Operation:

- CVT Charter Hours of Operation are 6 AM to 2 AM, Monday thru Saturday.
- Charter service is **NOT** available on New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Payment / Fees:

- The Charter Service rate per vehicle is \$125.00 per hour with a 2-hour minimum per reservation.
- Any Charter going over the allotted time will be billed at \$125.00 per hour by the ½ hour and payable within 48 hours of completion.
- Charters cancelled on the date of service will be **charged** a cancellation fee of \$250.00.
- Payment must be receive advanced payment by **cash**, business or cashier's check, or money order no later than 7 business days prior to event. Personal checks and credit/debit cards are not accepted. Failure to remit advance payment **WILL** result in cancellation of the charter.

Passenger Code of Conduct:

- CVT requests that passengers follow the code of conduct, as put forth by our agency. For further details, please visit: www.cvtd.org.
- Violation of any of the policies **can** result in immediate termination of the charter and forfeiture of all charter fee.

Submit Charter Paperwork/Payment –

- a. by fax: (325) 227-6852
- b. by email: cvtd-charters@cvcog.org
- c. or by mail:

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

Appendix A –

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.

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



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. Requested Date(s): _____

6. Approximate Number of Passengers: _____ Ambulatory _____ Non-Ambulatory (mobility device)

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

Yes No If yes, how many? _____

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

Yes No

9. If yes, which QHSO? _____

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

11. If yes, which QHSO? _____

12. Pickup Address(es): _____

13. Dropoff Address(es): _____

14. Special requests: _____

15. Start time requested: _____

16. Approximate Duration: _____

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

Signature

Date