



CONCHO VALLEY TRANSIT DISTRICT

Service Guidebook



510 N. Chadbourne
San Angelo, TX 76904
325-947-8729

SAFE. RELIABLE. FRIENDLY.

About Concho Valley Transit

Concho Valley Transit District (CVTD) is the only public transportation provider in the Concho Valley region, offering safe, reliable, and accessible transit services. Established in 2006, CVTD operates transportation services in 13 counties, including Coke, Concho, Crockett, Irion, Kimble, Mason, Menard, McCulloch, Reagan, Schleicher, Sterling, Sutton, and Tom Green.

Our modern fleet and services, which includes fixed route, paratransit, rural, and charter services, are designed to cater to various travel needs, be it for work, medical appointments, errands, or leisure, making travel affordable and convenient for all. What truly sets us apart is our dedicated staff and operators, who are committed to providing exceptional care and assistance to all passengers. We prioritize safety, comfort, and accessibility, ensuring that every journey is a pleasant experience.

CVTD, a program under the Concho Valley Council of Governments (CVCOG), a political subdivision of Texas, operates the public transportation system as authorized by Texas Transportation Code Chapter 458. Governed by an 18-member executive committee, CVCOG and CVTD are committed to regional collaboration and addressing local needs, ensuring the Concho Valley remains a connected and thriving community.

Transportation Services

Urban:

Fixed Route (San Angelo City Limits) –

Designed to meet the needs of all residents, our nine routes operate on set schedules and follow predetermined stops, ensuring you can confidently plan your trips. Each route has specific stops, allowing passengers to board and disembark at designated locations throughout the city. Whether commuting to work, school or exploring San Angelo, our fixed route system offers a convenient and affordable travel method.

ADA (Americans with Disabilities Act) Paratransit –

The ADA Paratransit service provides essential destination-to-destination transportation services (based on available pickup locations) for individuals with disabilities who cannot use the Fixed Route system due to difficulties navigating routes, reaching destinations, or accessing bus stops independently. To qualify, individuals must complete an application with their physician. This service supports eligible passengers on any quality-of-life trips.

Enhanced Mobility of Seniors & Individuals with Disabilities (5310) –

The 5310 Program offers destination-to-destination transportation services (based on available pickup locations) and is free for eligible individuals who qualify due to disability or age (65 or older). This grant-funded program supports quality-of-life trips and is based on funding availability. It works alongside our ADA Paratransit program to alleviate the financial burden of planned transportation.

Rural:

General Public –

Rural clients are offered transportation at no cost (except Brady On-Demand). Counties served include Coke, Concho, Crockett, Irion, Kimble, Mason, Menard, McCulloch, Reagan, Schleicher, Sterling, Sutton, and Tom Green (outside San Angelo City Limits). Rural trips can be utilized to travel within your residence county, to and from San Angelo, and within San Angelo.

Brady On-Demand –

A service specialized for Brady (McCulloch County) allows passengers to schedule same-day trips within Brady City Limits. Once you call for your trip, an operator will arrive within the hour to perform it. Please note that this is the only rural service CVTD charges for.

Other Services:

Medicaid –

Medicaid transportation is available for approved medical trips. To determine your eligibility, contact Health and Human Services at 1-877-MED-TRIP (1-877-633-8747). All medical trips must be scheduled through Medicaid, which will then coordinate with Concho Valley Transit for your pickup.

Charter Services –

Charter service with Concho Valley Transit offers reliable charter services throughout the Concho Valley for various occasions, including weddings, military ceremonies, rodeos, art walks, and the Trail of Lights tours.

Fixed Route (San Angelo City Limits)

Within the city limits of San Angelo, Concho Valley Transit's Fixed Route system provides comprehensive travel options, covering all four corners of the city. With nine routes—including six main routes, two Angelo State University routes, and one Goodfellow AFB route—the system connects passengers to over 150 bus stop locations. This service is available to everyone in San Angelo, including students, military members, visitors, older adults, and people with disabilities. All buses are ADA-compliant and equipped with wheelchair ramps/lifts and securement devices, ensuring accessible transportation for all.

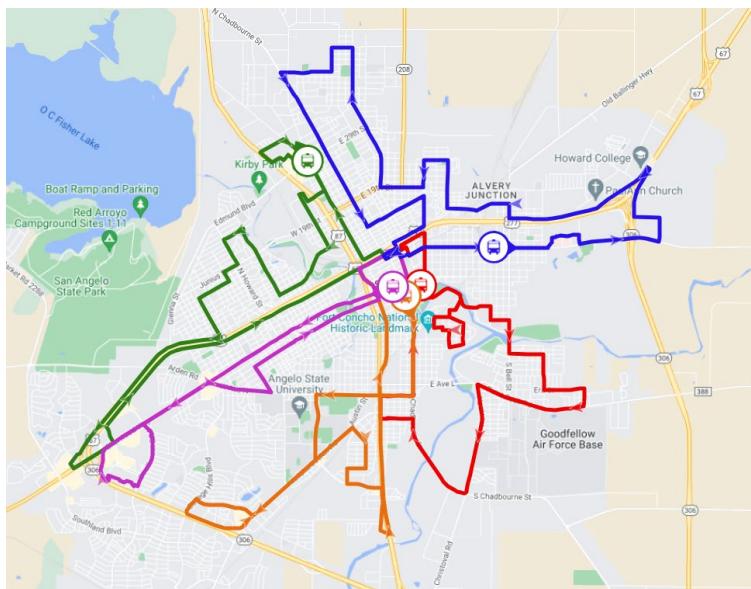
HOURS OF OPERATION:

SERVICE	MONDAY-FRIDAY	SATURDAY	SUNDAY
Route 1-5	6:30AM – 7:30PM	7:30AM – 6:30PM	No Service
Route 7	9:30AM – 5:30PM	9:30AM – 5:30PM	No Service
SERVICE	TUESDAY ONLY		SUNDAY
Ram Tram - Gold	4:30PM – 8:30PM		No Service
SERVICE	FRIDAY	SATURDAY	SUNDAY
Ram Tram - Blue	5:30PM – 11:30PM	11:30AM – 11:30PM	No Service
Goodfellow Express	5:30PM – 1:30AM	11:30AM – 1:30AM	No Service

Holiday Schedule: All services at CVTD will be closed in observance of New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Thanksgiving, and Christmas.

FIXED ROUTE BUS TRACKING SYSTEM:

PassioGo! is a user-friendly application that allows passengers to locate and arrive at a stop on time to utilize any fixed routes throughout the city. A live map shows the current location of all vehicles on the routes and provides an estimated arrival time. Vehicle locations are updated every few seconds, and vehicle icons are color-coordinated for easy identification.



Download the app here (available on the App Store and Google Play):



All Fixed Route locations and maps can also be found in the Depot Lobby and online at <https://cvtd.org/fixed-routes/>.

FARES AND PASSES:

ONE-WAY FARE	
Adult	\$1.00
Child Under 6	FREE
Senior (65+) *	\$0.50
Disabled*	\$0.50
ASU Students*	FREE
Active-Duty Military*	FREE

DAY/MONTHLY PASSES		
	REGULAR	REDUCED*
Daily Pass	\$2.00	\$1.00
Monthly Pass	\$30.00	\$15.00

*Reduced/Discounted Fares must show proof to be eligible.

All Fixed Route passes are available at the Multi-Modal Facility and through our Token Transit app.

Daily passes are available for purchase from Fixed Route Operators, while on route. On the bus, passes and fares must be bought and paid with exact change.

Download the Token Transit app here (available on the App Store and Google Play):



ADA (Americans with Disabilities Act) Paratransit

The ADA Paratransit service provided by Concho Valley Transit is designed to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It offers a comparable alternative to the fixed-route bus system. This destination-to-destination (based on available pickup locations) service is available within San Angelo city limits during the same days and hours of operation as the fixed routes. It is intended for individuals who, due to a disability, cannot use the fixed-route system, whether they cannot navigate the routes, access bus stops, or reach their destination independently. To qualify, an individual must complete an application with their physician. Once eligibility is confirmed, passengers can schedule trips by 3 pm the day before needed transportation for any purpose, ensuring essential transportation for those who need it.

HOURS OF OPERATION:

SERVICE	MONDAY-FRIDAY	SATURDAY	SUNDAY
ADA PARATRANSIT	6:30AM – 7:30PM	7:30AM – 6:30PM	No Service

Holiday Schedule: All services at CVTD will be closed in observance of New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Thanksgiving, and Christmas.

APPLYING FOR ADA PARATRANSIT SERVICES:

To apply for ADA Paratransit services, you can access the application and informational handbook in three ways:

1. **In Person:** Pick up and drop off applications at the Multi-Modal Facility, Monday – Friday, 8:00 AM to 5:00 PM.
2. **By Mail:** Request an application by calling 325-947-8729. Completed applications should be mailed back and marked "confidential" on the envelope to protect your privacy.
3. **Online:** You can download the application from the CVT website at www.cvt.org under the services tab. Completed applications must be submitted in person or by mail.

Ensure your application is complete with all required documentation. Incomplete applications will be returned.

Please mail your completed application to;

Concho Valley Transit District

ATTN: Compliance

510 N. Chadbourne Street

San Angelo, Texas 76903

After submitting a completed ADA Paratransit application, Concho Valley Transit will notify you of your eligibility within 21 days. If approved, you'll receive an approval letter detailing your service type, terms of eligibility, and an identification card. If you are found ineligible, you will receive a written notification explaining the reasons. You can appeal the decision by following the administrative appeals process outlined in the ADA Handbook on the CVT website at cvt.org.

FARES AND PASSES:

ONE-WAY FARE	
ADA Passengers	\$2.00

RED-DOT PASS (10 TRIPS)	
ADA Passengers	\$20.00

*If client is in need of discounted fares or assistance, please refer to the 5310 section of this guidebook.

Red-Dot passes are available at the Multi-Modal Facility, on board through the operator, and through our Token Transit app.

One-Way fares can be paid on board to the ADA Paratransit Operators. On the bus, red-dot passes and fares must be bought and paid with exact change.

[Download the Token Transit app here \(available on the App Store and Google Play\):](#)



HOW TO SCHEDULE YOUR TRIPS:

To schedule an ADA Paratransit ride, call the CVT Reservations Line at 325-947-8729 during office hours.

You can book trips 1 to 14 days in advance, Monday through Saturday. Reservations must be made by 3 pm the day before travel or by 3 pm on Friday for Monday trips. Same-day requests are not available. If you need assistance during pickup or drop-off, inform the dispatcher when scheduling. Operators can assist clients to and from the outside door of a building or facility.

All medical appointments will be handled on a will-call basis. This means that after your appointment is completed, you will call to arrange pickup. We request an estimated finish time for all other quality-of-life trips to allow for proper asset allocation.

CANCELLATIONS AND NO SHOWS:

Cancelling a Ride:

- **Advanced Cancellations:** To avoid penalties, cancel by 4:45 PM the day before your trip. This helps CVT reassign resources efficiently.
- **Same-Day Cancellations:** Cancel at least two hours before your pickup window with no penalties.

- **Late Cancellations:** Cancelling less than two hours before your pickup window may result in penalties.

No-Show Policy: A "no-show" occurs when you cancel less than 30 minutes before your pickup window, decline the ride upon the vehicle's arrival, are not at the pickup location, or are not ready within five minutes of the vehicle's on-time arrival. Frequent No-Shows or Late Cancellations may lead to penalties or suspension of service.

If you no-show the first leg of a trip, your remaining trips that day are not automatically canceled—you must call CVT to cancel or risk further penalties. For more details, refer to the ADA Paratransit handbook's Late Cancellation and No-Show Policy.

Enhanced Mobility of Seniors & Individuals with Disabilities (5310)

5310 service from Concho Valley Transit is part of a federal program and is a testament to our commitment to inclusivity. It enhances mobility for seniors 65+ and individuals with disabilities. This destination-to-destination (based on available pickup locations) service, operating across Concho Valley Transit's service area, is designed for those unable to use regular public transit due to age or disability. Often paired with the ADA Paratransit program, it helps ease financial constraints for eligible clients. After completing an application and being approved, passengers can schedule trips by 3 pm the day before needed transportation for any purpose, ensuring essential transportation for those who need it.

HOURS OF OPERATION:

SERVICE	MONDAY-FRIDAY	SATURDAY	SUNDAY
ADA PARATRANSIT	6:30AM – 7:30PM	7:30AM – 6:30PM	No Service

Holiday Schedule: All services at CVTD will be closed in observance of New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Thanksgiving, and Christmas.

APPLYING FOR 5310 SERVICES:

To apply for 5310 services, you can access the application in three ways:

4. **In Person:** Pick up and drop off applications at the Multi-Modal Facility, Monday – Friday, 8:00 AM to 5:00 PM.
5. **By Mail:** Request an application by calling 325-947-8729. Completed applications should be mailed back and marked "confidential" on the envelope to protect your privacy.
6. **Online:** You can download the application from the CVT website at www.cvt.org under the programs tab. Completed applications must be submitted in person or by mail.

Ensure your application is complete with all required documentation. Incomplete applications will be returned.

Please mail your completed application to;

Concho Valley Transit District

ATTN: Compliance

510 N. Chadbourne Street

San Angelo, Texas 76903

After submitting a completed 5310 application, Concho Valley Transit will notify you of your eligibility within 21 days. If approved, the program will be added to your service profile. When scheduling your trip, the fee waiver will be automatically applied. If you are found ineligible, you will receive a written notification explaining the reasons. You can appeal the decision by following the administrative appeals process.

FARES AND TRIP COST:

Once approved for the 5310 program, eligible seniors aged 65 and older and individuals with disabilities can enjoy complimentary transportation services, ensuring accessible and essential transportation without financial burden.

Please note that this service is funded through a federal grant program and that funding may run out occasionally, which could affect availability. We recommend staying informed about program status to ensure continued access to this valuable transportation service.

HOW TO SCHEDULE YOUR TRIPS:

To schedule a 5310 ride, call the CVT Reservations Line at 325-947-8729 during office hours.

You can book trips 1 to 14 days in advance, Monday through Saturday. Reservations must be made by 3:00 pm the day before travel or by 3 pm on Friday for Monday trips. Same-day requests are not available. If you need assistance during pickup or drop-off, inform the dispatcher when scheduling. Operators can assist clients to and from the outside door of a building or facility.

All medical appointments will be handled on a will-call basis. This means that after your appointment is completed, you will call to arrange pickup. We request an estimated finish time for all other quality-of-life trips to allow for proper asset allocation.

CANCELLATIONS AND NO SHOWS:

Cancelling a Ride:

- **Advanced Cancellations:** To avoid penalties, cancel by 4:45 PM the day before your trip. This helps CVT reassign resources efficiently.
- **Same-Day Cancellations:** Cancel at least two hours before your pickup window with no penalties.

- **Late Cancellations:** Cancelling less than two hours before your pickup window may result in penalties.

No-Show Policy: A "no-show" occurs when you cancel less than 30 minutes before your pickup window, decline the ride upon the vehicle's arrival, are not at the pickup location, or are not ready within five minutes of the vehicle's on-time arrival. Frequent No-Shows or Late Cancellations may lead to penalties or suspension of service.

If you no-show the first leg of a trip, your remaining trips that day are not automatically canceled—you must call CVT to cancel or risk further penalties. For more details, refer to the CVT Late Cancellation and No-Show Policy.

Rural Service – General Public

Concho Valley Transit Service offers free transportation to rural clients in the following counties: Coke, Concho, Crockett, Irion, Kimble, Mason, Menard, McCulloch, Reagan, Schleicher, Sterling, Sutton, and Tom Green (outside San Angelo City Limits). The only exception is the Brady On-Demand service, which costs a day's service.

Rural trips provide flexible transportation within your residence county, to and from San Angelo, and within San Angelo. The service operates similarly to our demand response system, meaning that trips must be scheduled in advance. Service is provided destination-to-destination (based on available pickup locations), eliminating the need to wait at bus stops.

This destination-to-destination (based on available pickup locations) service applies even to trips within San Angelo, as long as the passenger's journey originated in one of the rural counties and they plan to return to their rural residence on the same day. You can schedule trips for any purpose, including doctor's appointments, family visits, shopping, and more.

FARES AND TRIP COST:

Transportation services for residents in our rural counties (except Brady On-Demand). This means you can travel within your county, to and from San Angelo, and even within San Angelo, all at no cost.

We aim to ensure that essential travel, such as doctor's appointments, shopping, or visiting family, is never out of reach due to transportation costs. By providing free rural transportation, we're helping keep our communities connected and ensuring everyone can access the services they need.

HOW TO SCHEDULE YOUR TRIPS:

To schedule a rural transportation ride, call the CVT Reservations Line at 325-947-8729 during office hours.

You can book trips 1 to 14 days in advance, Monday through Saturday. Reservations must be made by 3 pm the day before travel. Same-day requests are not available (except Brady On-Demand). If you need assistance during pickup or drop-off, inform the dispatcher when scheduling. Operators can assist clients to and from the outside door of a building or facility.

Please note that while there is no application process, you will have a small over-the-phone intake with our dispatch team to ensure we have the correct address, contact info, and special accommodations needed for transportation.

HOURS OF OPERATION:

COUNTY	ORIGIN	DESTINATION	ROUTE DAY	DEPARTURE	RETURN
COKE	BRONTE	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		BRONTE	MON-FRI	7:30AM	5:30PM
	ROBERT LEE	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		ROBERT LEE	MON-FRI	7:30AM	5:30PM
CONCHO	EDEN	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		EDEN	MON-FRI	12:30PM	5:30PM
CROCKETT	OZONA	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		OZONA	TUES, THURS	7:30AM	5:30PM
IRION	MERTZON	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		MERTZON	MON-FRI	7:30AM	5:30PM
KIMBLE	JUNCTION	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		JUNCTION	MON-FRI	7:30AM	5:30PM
MASON	MASON	SAN ANGELO	MON-FRI	7:30AM	5:30PM
		MASON	MON-FRI	7:30AM	5:30PM
McCULLOCH	BRADY	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		BRADY	MON-SAT	7:30AM	5:30PM
MENARD	MENARD	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		MENARD	MON-FRI	7:30AM	12:00PM
REAGAN	BIG LAKE	SAN ANGELO	MON-FRI	7:30AM	5:30PM
		BIG LAKE	TUES, THURS	7:30AM	5:30PM
SCHLEICHER	ELDORADO	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		ELDORADO	MON-FRI	7:30AM	5:30PM
STERLING	STERLING	SAN ANGELO	MON-SAT	7:30AM	5:30PM
		STERLING	MON-FRI	7:30AM	5:30PM
TOM GREEN	GRAPE CREEK	SAN ANGELO	MON-SAT	7:30AM	5:30PM
	CARLSBAD	SAN ANGELO	MON-SAT	7:30AM	5:30PM
	CHRISTOVAL	SAN ANGELO	MON-SAT	7:30AM	5:30PM
	VERIBEST	SAN ANGELO	CALL FOR SCHEDULE	7:30AM	5:30PM

Holiday Schedule: All services at CVTD will be closed in observance of New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Thanksgiving, and Christmas.

HOW TO SCHEDULE YOUR TRIPS:

To schedule a rural transportation ride, call the CVT Reservations Line at 325-947-8729 during office hours.

You can book trips 1 to 14 days in advance, Monday through Saturday. Reservations must be made by 3 pm the day before travel. Same-day requests are not available (except Brady On-Demand). If you need assistance during pickup or drop-off, inform the dispatcher when scheduling. Operators can assist clients to and from the outside door of a building or facility.

Please note that while there is no application process, you will have a small over-the-phone intake with our dispatch team to ensure we have the correct address, contact info, and special accommodations needed for transportation.

CANCELLATIONS AND NO SHOWS:

Cancelling a Ride:

- **Advanced Cancellations:** To avoid penalties, cancel by 4:45 PM the day before your trip. This helps CVT reassign resources efficiently.
- **Same-Day Cancellations:** Cancel at least two hours before your pickup window with no penalties.
- **Late Cancellations:** Cancelling less than two hours before your pickup window may result in penalties.

No-Show Policy: A "no-show" occurs when you cancel less than 30 minutes before your pickup window, decline the ride upon the vehicle's arrival, are not at the pickup location, or are not ready within five minutes of the vehicle's on-time arrival. Frequent No-Shows or Late Cancellations may lead to penalties or suspension of service.

If you no-show the first leg of a trip, your remaining trips that day are not automatically canceled—you must call CVT to cancel or risk further penalties. For more details, refer to the CVT Late Cancellation and No-Show Policy.

Medicaid

Concho Valley Transit provides transportation for eligible Medicaid recipients to medical appointments through our Non-Emergency Medical Transportation (NEMT) services. These services provide transportation to and from necessary medical appointments for individuals without other means of transportation.

ELIGIBILITY:

If you have Medicaid, you are eligible for NEMT services through your health plan. To request these services, you will need to contact the transportation service provided by your health plan. Their contact information can be found on the Texas Health and Human Services website. If you don't have a health plan, you can still access NEMT services by calling Health and Human Services Commission (HHSC).

To learn more about your eligibility, call Health and Human Services at 1-877-MED-TRIP (1-877-633-8747).

REQUESTING A RIDE:

Ensure Eligibility: You must be enrolled in Medicaid, Children with Special Health Care Needs, or the Transportation for Indigent Cancer Patients program and have no other means of transportation.

Schedule an Appointment: Arrange your medical appointment with your doctor or provider.

Request Transportation: Call the Health and Human Services Commission (HHSC) at 877-633-8747 at least two business days before your appointment (or five days if traveling outside your county). For same-day appointments due to urgent medical needs, transportation may still be arranged.

Essential Details to Provide When Requesting a Ride -

- Medicaid ID or Social Security number of the patient
- Name, address, and phone number of the medical professional and appointment location
- Pickup location details
- Date, time, and reason for the visit
- Information on any special needs (e.g., wheelchair, walker) to ensure the appropriate vehicle is sent

All Medicaid trips must be scheduled through the Health and Human Services Commission reservation line; after scheduling, Medicaid will then coordinate with Concho Valley Transit for your transportation.

Charter Services

Concho Valley Transit offers reliable charter services throughout the Concho Valley, including rural counties. Ideal for various occasions such as weddings, military ceremonies, rodeos, art walks, and Trail of Lights tours, our charters provide convenient and flexible transportation options.

HOURS OF OPERATION:

SERVICE	MONDAY-FRIDAY	SATURDAY	SUNDAY
CHARTER SERVICES	6:00AM – 2:00AM	6:00AM – 2:00AM	No Service

Holiday Schedule: All services at CVTD will be closed in observance of New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Thanksgiving, and Christmas.

REQUESTS AND RESERVATIONS:

You can find/download the reservation form from the CVT website at www.cvtd.org under the services tab or by emailing cvtd-charters@cvcog.org.

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.

To submit payment and paperwork, you can:

1. **Fax:** 325-227-6852
2. **Email:** cvtd-charters@cvcog.org
3. **Mail/Drop-Off:** Concho Valley Transit District
ATTN: Charter Reservation
510 N. Chadbourne Street
San Angelo, Texas 76903

PAYMENT/FEES:

The Charter Service rate per vehicle is \$125.00 per hour, with a 2-hour minimum per reservation.

Any Charter over the allotted time will be billed by the ½ hour, at a prorated rate. To ensure a smooth scheduling process, we kindly request that the payment be made within 48 hours of completion.

Charters canceled on the date of service will be charged a cancellation fee of \$250.00.