Charter Service Instructions and Request Form

General Guidelines:

- A completed Charter Service Request Form must be received no later than **14** business days before the event. Chartering groups must provide CVT with all appropriate and necessary directions/maps within **7** business days before the charter service date.
- Charter requests may be denied based on service availability. CVT reserves the right to deny or cancel charter service at any time due to operational commitments to the public.
- The number of vehicles needed for a specific charter will be determined by CVT based on the expected number of passengers and vehicle capacity. CVT does not guarantee any specific type or style of vehicle for any charter.
- All vehicles are wheelchair accessible – but if you require more than 2 wheelchair stations, please indicate this on the charter request form, as it may require multiple vehicles.
- Charter Service is only available in the Concho Valley Transit service area.
- CVT does not schedule overnight charters that will require a driver to lodge.
- All riders under the age of 18 must have a chaperone present.
- No food permitted.
- Drinks are allowed with a secure, spill-proof, or twist-off lid to manage sudden stops. No glass containers.
- No alcoholic beverages during Christmas Light Tours.

Hours / Days of Operation:

- CVT Charter Hours of Operation are 6 AM to 2 AM, Monday through Saturday.
- Charter service is **NOT** available on Indigenous Peoples' Day, 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 $150.00 per hour with a 2-hour minimum per reservation.
- Any charter going over the allotted time will be billed at $150.00 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 $300.00. The advance payment will be fortified and applied towards the cancellation fee.
- Payment must be cash, business or cashier's check, money order, or credit/debit card (additional fees are associated with card payments) no later than 7 business days prior to the event. Personal checks are not accepted. Failure to remit the advance payment **WILL** result in cancellation of the charter.
- Payments are required to be made in person. Remit to:

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

Passenger Code of Conduct:

- CVT requests that passengers follow the code of conduct. 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 fees and could result in future services being denied.

Submit Charter Request:

- by email: cvtd-charters@cvcog.org

REVISED: 10/21/2026

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 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 confirm that I have read, understood, and agree to the charter application instructions and policies.

_____ _____

Signature Date

REVISED: 10/21/2026