

## Charter Service Policy and Request Form

In order to continue providing our customers with exceptional service, CityLink has revised this policy to provide a consistent, fast and easy method to expedite Charter Requests, while maintaining compliance with The Federal Transit Administration. **This is required for Any and ALL Charter Services.**

### **Federal Transit Administration (FTA) Guidelines:**

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.*

CityLink Transit provides public transportation services and may provide charter service only under the following exceptions defined in the final rule:

1. Exceptions:
  - a. Government Officials (limited to 80 Hours annually)
  - b. Qualified Human Service Organizations (QHSO) qualified groups serving elderly, disabled, and low income (qualified organizations listed in Appendix A of 49 Part 604)
  - c. Leasing
  - d. Agreement with other Private Operators
  - e. Petitions to the Administrator
  - f. When no registered charter provider responds to the notice sent by Recipient of Request
    - i. Exception (e.) provides notice to registered charter providers by request recipient for charter service opportunity. When no registered charter provider responds to a notice, CityLink can then provide the services.
  - g. Petitions to the Administrator
2. Process to determine interest from a Private Provider:
  - a. A completed Charter Service Request Form **must** be received no later than **5 business days** prior to event
  - b. CityLink will submit the request to all charter providers listed on the site below on the same day the request is received and process requests within 2 business days  
[http://ftawebprod.fta.dot.gov/CharterRegistration/\(S\(cattib45n5s2cu45g4qmv13l\)\)/Default.aspx](http://ftawebprod.fta.dot.gov/CharterRegistration/(S(cattib45n5s2cu45g4qmv13l))/Default.aspx)
  - c. Private charter companies must respond within 72 hours of notice for charter service requested to be provided within 30 days **OR** within 14 calendar days of notice when charter is requested for future date beyond 30 days

- i. We cannot provide service if a private registered provider has expressed interest
- ii. As a courtesy, CityLink will forward the client requesting service the contact information for the company interested
- iii. It is the responsibility of the private charter provider to make contact with the potential client to make arrangements.
- d. If we receive no indication of interest from registered charter providers we can provide the service under exception (e).

The final rule 49 CFR Part 604 amends regulations which govern the provision of charter service by recipients of federal funds from the Federal Transit Administration (FTA) published in the Federal Register / Vol. 73, No. 9 / Monday, January 14, 2008 / Rules and Regulations and became effective April 30, 2008 can be found at:

<http://a257.g.akamaitech.net/7/257/2422/01jan20081800/edocket.access.gpo.gov/2008/pdf/08-86.pdf>

### **CityLink Charter Service Guidelines:**

In an effort to meet all of our customer needs, CityLink has developed the following guidelines to provide a fair and reliable service.

#### 1. Guidelines:

- a. Charter Services are granted on a First Come – First Serve basis and upon vehicle availability
  - i. Wheelchair accessible buses are available
- b. Requests must be received no later than 5 business days prior to the event date
- c. Service hours are from 6:00a.m until 12:00a.m- NO OVERNIGHT SERVICES ARE PROVIDED
- d. Services can be provided throughout the week excluding the following Holidays:
  - i. New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day
- e. Service is limited to a 30-mile radius of Abilene
- f. Number of vehicles required will be determined by the Assistant General Manager based on the charter capacity and expected number of passengers
  - i. Additional charges will be incurred

#### 2. Charter Service Rates:

- a. Hourly rate is \$100.00 with a two hour minimum
- b. Service time will begin 30 minutes prior to the departure of the vehicle from the station and 30 minutes after the vehicle has returned to allow for pre and post service inspections
- c. Charter services cancelled the day of the event will result in a \$100.00 cancellation fee
- d. Services not cancelled will incur costs for the entire time requested
- e. Invoices will be sent after the event

#### 3. Restrictions:

- a. Possession of hazardous materials or weapons are strictly prohibited
- b. The use of tobacco products or other illegal drugs and substances are strictly prohibited
- c. No open alcoholic beverages are allowed

***CityLink has a ZERO Tolerance policy and any violation of these restrictions will result in immediate removal and termination of the service without exception.***

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Charter Service Request Form:**

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

Today's Date: \_\_\_\_\_

**Client Information:**

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Alt. Contact: \_\_\_\_\_ Alt. Phone: \_\_\_\_\_

**Event Information:**

Event Date: \_\_\_\_\_ Event Name: \_\_\_\_\_

Vehicle(s) Requested: \_\_\_\_\_ Number of Passengers: \_\_\_\_\_

Number of Wheelchairs: \_\_\_\_\_ Total Hours Needed: \_\_\_\_\_

Clearly describe trip Itinerary: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Submit Completed Charter Service Request Forms to the Fixed Route/Charter**

**Supervisor at: [Citylink@abilenetx.gov](mailto:Citylink@abilenetx.gov)**

**Fax: (325) 676-6407**

**Office: (325) 676-6310**

**All forms must be complete in order to process request**

**Thank you!**