



**CARR – Central Texas Rural Transit District
Charter Service Instructions and Request Form**

- Due to limited number of buses and vans in the Central Texas Rural Transit District, charter service **may not always be available**.
- When buses or vans are available, charter service is granted on a first come – first serve basis based on charter service guidelines below.
- Wheelchair-accessible buses are available.
- We do not schedule overnight charters.
- We do not originate charters outside of CTRTD current service area: Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens, and Rural Taylor counties.
- The Charter Service rate per vehicle is

CARR – Central Texas Rural Transit District Published Charter Rates

	Vehicle Capacity*	 Available	First Two Hours	Each Additional Hour
Type III Bus	14-30	Y	\$260.00	\$80.00

*excluding driver

updated 08/09/2011

- Failure to remit advance payment may result in cancellation of reservation.
- A completed Charter Service Request Form must be received no later than 15 business days prior to event.
- The Charter Service is available from 8:30 am to 12:00 am, Monday to Saturday
- Billing begins 30 minutes prior to when the bus is scheduled to leave terminal in order to arrive at the departure location by the designated start time and will conclude 30 minutes after bus returns to terminal, due to pre-trip and post-trip inspections.
- Failure to notify CARR 1 business day before 5:00 pm to cancel/modify service will result in NO REFUND. There is no guarantee of refund of an approved and reserved charter service even with a prior notification of cancellation.
- Charter service is not available on New Year’s Day, Thanksgiving Day, and Christmas Day. Holidays may be considered at a higher rate per hour.

- The number of vehicles required for a specific charter will be determined by the Operations Manager based on the number of expected passengers and vehicle capacity.
- Possession of hazardous materials or weapons, as well as, the use of tobacco products, possession of open alcoholic beverages, controlled substances, or illegal drugs is strictly prohibited. Violation of these policies will result in immediate termination of the charter.

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 detail complaint, hearing, and appeal procedures.

In accordance with this rule we are required to request the following information:

CARR provides public transportation services and may provide charter service only under the following exceptions defined in the final rule.

The Exceptions Include:

- 1. Government Officials (limited to 80 hours annually)**
- 2. Qualified Human Service Organizations (QHSEO) qualified groups serving elderly, disabled, and low income (qualified organizations listed in Appendix A of 49 Part 604)**
- 3. Leasing**
- 4. Agreement with other private operators**
- 5. When no registered charter provider responds to a notice sent by recipient**
- 6. Petitions to the Administrator**

Your request for charter service must fall under one of the approved exceptions listed above in order for CARR to provide charter service for you or to your entity.

Exception #5 provides for notice to charter providers by recipient for charter service request. When no registered charter provider responds to a notice CARR can then provide charter services. The process to determine interest from a private provider is as follows:

A. A **completed** Charter Service Request Form must be received no later than 15 business days prior to event.

B. Submit by:

- Fax (325) 625-5044 or (325)643-3599
- rhonda@cityandruralrides.com ; angela@cityandruralrides.com
- or via USPS:

**City And Rural Rides
Attention: Charter Request
PO Box 712
Coleman, TX 76834**

C. We will process your information on the same day if the request is received before 2:00 pm. Request received after 2:00 pm will be processed the following business day. Incomplete request forms will **NOT** be processed until all information is complete. The private charter companies must respond within 72 hours of notice for charter service requested to be provided in less than 30 days; or within 14 calendar days of notice for charter service requested in 30 days or more.

D. CARR will send your request out to all registered providers using the charter registration website [http://ftawebprod.fta.dot.gov/charterRegistration/\(S\(cattib45n5s2cu45g4qmv13!\)\)/Default.aspx](http://ftawebprod.fta.dot.gov/charterRegistration/(S(cattib45n5s2cu45g4qmv13!))/Default.aspx)

E. If we receive no indication of interest from registered charter providers we can provide the service under exception #5.

F. An estimate will be generated and emailed to the address given. This must be signed and returned.

G. CARR must receive advance payment by cash, check, or cashier's check, no later than 3 business days prior to event.

H. If a private provider expresses interest, we cannot provide the service under exception #5

I. As a courtesy we will forward you the contact information of private charter companies that have expressed an interest in meeting your needs. It is the responsibility of the charter provider to make contact with the client to make arrangements for the services requested.

J. CARR will hold the client responsible for any damage or excessive cleanup after the charter service has been performed. Damage may include but not limited to interior, exterior, or cosmetic.

- K. CARR will not transport passengers deemed "Unsafe" by the driver. It will be the sole responsibility for the unsafe passenger to return to his/her destination. The CARR driver shall verbally warn the unsafe passenger. If the passenger continues any unsafe behavior, the passenger shall be removed from the bus and must an alternative means of transportation to the final destination. CARR shall not be held responsible for any passenger removed due to unsafe behaviors.
- L. CARR retains the right to decline any charter service request for any and no reason as charter services are not part of the public services we provide by law.

I have read the CARR Charter Policy and have had the opportunity to ask questions for further understanding. I also agree there are no verbal agreements not mentioned in the policy. I agree to comply with all rules and policies set for by CARR.

Signature: _____ Date: _____

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>



CARR – Central Texas Rural Transit District

Charter Service Request Form

Please fill out the following information as accurately as possible in order to process your request. You may also attach maps, locations, brochures or other helpful information to further explain your request.

Customer Name: _____
(Entity **AND** Individual requesting service)

Customer Physical Address: _____

Customer Phone Number: _____

Customer E-mail: _____

Customer Fax number: _____

Requested Date(s): _____

Number of Passengers Riding: _____

Is Wheelchair Accessibility Needed: _____

Special Requests/Needs: _____

Are there government officials (elected federal, state, local) officials on this trip for official government business? Circle one: Yes or No If Yes How Many _____

Are you a Qualified Human Service Organization (QHSO) listed in Appendix A of 49 Part 604? Yes or No

If Yes which QHSO? _____

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

If Yes which QHSO? _____

Type of vehicle requested: Circle one: **BUS** or **VAN**

How many vehicles requested: _____

Trip Itinerary and Route Information: (Please list each destination with address. If this information is not available, it will need to be submitted at least 5 business days before the charter so it can be set up.)

Directions/Map: _____

Start Time Requested: _____

End Time Requested: _____

Approximate Duration: _____

Other Comments: _____
