


GOBUS CHARTER SERVICE INSTRUCTIONS AND REQUEST FORM

- Due to limited number of buses and vans in the GoBus Fleet, 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.
- GoBus does not schedule overnight charters.
- GoBus does not originate charters outside of GoBus service area: Anderson, Camp, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, and Wood counties.
- The Charter Service rate per vehicle is as follows:

GoBus –Published Charter Rate

Vehicle Type & # Available	Vehicle Capacity*	 Available	Cost Per Hour**
Type II Bus	10-19	Y	\$150.00
Ford VIP (2)	28	N	\$200.00
Trolley (1)	24	Y	\$200.00

*capacity excluding Bus Operator

**prices are not guaranteed, subject to change based upon holiday or specific request

- Failure to remit advance payment may result in cancellation of reservation.
- A completed Charter Service Request Form must be received no later than fifteen(15) business days prior to event.
- Charter service is available 24 hours a day, 7 days a week.
- Billing begins a minimum of thirty (30) minutes prior to when the bus is scheduled to leave terminal to arrive at the departure location by the designated start time and will conclude a minimum of thirty (30) minutes after bus returns to terminal, due to pre-trip and post-trip inspections.
- Failure to notify GoBus one (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 will be considered 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 Transit 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 detailed complaint, hearing, and appeal procedures.

In accordance with this rule GoBus is required to request the following information:

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

Exceptions Include:

1. **Government Officials (limited to 80 hours annually)**
2. **Qualified Human Service Organizations (QHSO) qualified groups serving elderly, disabled, and low income (qualified organizations listed in Appendix A of 40 Part 604)**
3. **Leasing**
4. **Agreement with other registered charter providers**
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 for GoBus 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 request for service, GoBus may 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 fifteen (15) business days prior to event.
- B. Submit by:
 - Fax 903-984-0120
 - katey.pilgram@etcog.org & angla.ray@etcog.org
 - or via USPS:

GoBus Transportation
Attention: Charter Request
3800 Stone Road
Kilgore, TX 75662

- C. GoBus will send your request out to all registered providers using the charter registration website [http://ftawebprod.fta.dot.gov/charterRegistration/\(S\(cattib45n5s2cu45g4qmv13l\)\)/Default.aspx](http://ftawebprod.fta.dot.gov/charterRegistration/(S(cattib45n5s2cu45g4qmv13l))/Default.aspx)
- D. The private charter companies must respond within seven (7) calendar days of notice for charter service requested to be provided in less than thirty (30) days; or within fourteen (14) calendar days of notice for charter service requested in thirty (30) days or more.
- E. If there is no indication of interest from registered charter providers, GoBus can provide the service under exception #5.
 - GoBus will generate an estimate and email to the address given.
 - GoBus must receive advance payment by cash, check, or cashier's check, no later than three (3) business days prior to event.
- F. If a private provider expresses interest, GoBus cannot provide the service under exception #5.
 - 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 contact the client to plan for the services requested.
- G. GoBus 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.
- H. GoBus will not transport passengers deemed "unsafe" by the Bus Operator. It will be the sole responsibility for the unsafe passenger to return to his/her destination. The GoBus Bus Operator shall verbally warn the unsafe passenger. If the passenger continues any unsafe behavior, the passenger shall be removed from the bus and must find an alternative means of transportation to the destination.



GoBus shall not be held responsible for any passenger removed due to unsafe behaviors.

- I. GoBus retains the right to decline any charter service request for any or no reason as charter services are not part of the public services GoBus provides by law.

I have read the GoBus Charter Policy and have had the opportunity to ask questions for further understanding. I also agree there are no verbal agreements mentioned in the policy. I agree to comply with all rules and policies set for by GoBus.

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>

GOBUS 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 INFORMATION

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

Customer Physical Address: _____

Customer Phone Number: _____

Customer E-mail: _____

Customer Fax number: _____

Requested Date(s): _____

Estimated Number of Passengers: _____

Wheelchair Accessibility Needed?: Yes or No

Special Requests/Needs: _____

EXCEPTIONS

Is requested trip for government officials (elected federal, state, local) for official government business?

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?: _____

Do you receive funding, directly or indirectly, from any programs listed in Appendix A?

Yes or No If Yes, please indicate?: _____

Type of vehicle requested: *Circle one:* **Type II** **Ford VIP** **Trolley**

How many vehicles requested: _____

TRIP ITINERARY AND ROUTE INFORMATION

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

Origin Address: _____

Drop Off Address (1): _____

Drop Off Address (2): _____

Drop Off Address (3): _____

Directions/Map and additional drop off locations (if needed):

Start Time Requested: _____

End Time Requested: _____

Approximate Duration in Hours: _____

Other Comments: _____

FOR STAFF USE ONLY

GOBUS STAFF NAME: _____

- A. Did the requester follow the GoBus Charter Service Instructions? Yes or No
- B. Are GoBus charter services available during time and dates requested? Yes or No
 If yes, who was consulted?: _____
- C. Is there a legal exception that allows GoBus to complete the charter services? Yes or No
 If yes, indicate here: _____
- D. Estimated Hours of Service? _____ Estimated Service Cost? _____
- E. Is this service provided under any seasonal promotion? Yes or No
- F. Was service completed? Yes or No Vehicle(s) used? _____