

Charter Request Policy

Requesting Service

Parking & Transportation Services is open to charter requests from University departments. If you have a group and need transportation for a special trip, please submit the following information to **transportation@utrgv.edu** with the subject line "Charter Request" so that we can determine feasibility, generate a charter itinerary, and estimate a cost.

1. Name of Event
2. Date(s):
3. # of Passengers:
4. Origin Departure Time:
5. Origin Departure Location/Address:
6. Destination Arrival Time:
7. Destination Arrival Location/Address:
8. Destination Departure Time:
9. Origin Arrival Time:
10. Contact Person:
11. Contact Phone:
12. Contact Email:
13. Contact Person Cell:
14. Account to Bill (Name and #):

* No reservation will be made if the account name and number is not provided.

Once the itinerary and cost estimate are provided, the requesting department can either accept or deny the service and rate. After the trip is provided, the department will be billed the actual cost of the trip.

Charter Request Guidelines

1. Only UTRGV departments can request charter services.
2. Charter requests should be submitted as soon as possible, but no later than 5 working days prior to the requested date.
3. Charters function on a space-available basis when vehicles and drivers are not providing service on Vaquero Express routes.
4. Charter requests are not automatically approved – factors such as demand, availability of personnel, impact on normal shuttle bus operations, and other factors will be taken into account when making a determination.
5. Due to the amount of wear and tear involved, vehicles cannot be driven out of the Rio Grande Valley.
6. Vehicles are not all ADA-accessible.
7. The sponsoring department must obtain University-required authorization for student travel as needed.
8. Cancellations or revisions must be made at least one business day prior to the event date. For example: if the trip is scheduled for Tuesday the 26th, the trip can be cancelled up to 5 pm on Monday the 25th.
9. In some cases, it may be necessary to cancel a reservation because of mechanical problems, driver absence, or some unforeseen issue. In that case, Parking & Transportation Services will notify the requestor at least one business day in advance.

10. To cover labor and vehicle costs, a minimum of 1.5 hours will be billed per driver regardless of actual passenger attendance or if the trip is cancelled by the requestor after the deadline for cancellation.

Rates

Charters rates are based on per-hour billing starting from the moment the driver begins her pre-trip inspection of the vehicle to the moment she completes her post-trip inspection. There are two types of rates:

Service Rate - \$60: The time the vehicle & driver are actually in service, preparing for or providing transportation.

Idle Rate - \$30: The time the driver and vehicle idle, waiting for passengers or stationary at a location.

Available Units

20 passenger buses – Quantity: 3

Alternative Charter Services

If Parking & Transportation Services is unable to accommodate your charter request, there are local charter companies that may be able to assist you. The list below is provided as a reference, and not an endorsement, of local providers. Contact them directly for more information.

Escamilla Tour Buses

<http://www.escamillatourbuses.com/>

Go With Jo Tours & Travels

<http://www.gowithjo.com/airport-shuttle-service/charter-services/>

RGV Tours

<http://www.thecharterbus.com/tour.html>

Tornado Bus Company

<http://www.tornadobus.com/charters.php>

Valley Transit Company

<http://www.valleytransitcompany.com/charter/>

You may also go to the Federal Transit Administration's website to find a list of charter companies that have chosen to register with it. Please note: this list is long and includes charter operators who are based in other states, but are listed on the site because they are willing to travel to the Valley.

<http://ftawebprod.fta.dot.gov/CharterRegistration/CharterService/CharterServiceSearch.aspx>

Contact Information

Submit your questions or requests by email (preferred) or interdepartmental mail to:

Parking & Transportation Services

ASF 135 (Edinburg Campus)

956.665.2738

transportation@utrgv.edu

Charter Request Process

- STEP 1** Requestor sends query to Parking & Transportation Services Department (PTS).
- STEP 2** PTS sends Charter Policy and request for details to requestor.
- STEP 3** Requestor submits additional details about charter request.
- STEP 4** PTS checks feasibility. If feasible, creates an itinerary and cost estimate.
- STEP 5** Requestor accepts or declines the itinerary and cost.
- STEP 6** If requestor accepts, the trip is scheduled.
- STEP 7** Trip is provided.
- STEP 8** After the trip is completed, PTS bills the actual cost to the department.