

Special Trip Policy

Requesting Service

Parking & Transportation Services is open to special trip requests from University departments at those times when vehicles are not needed or in use in normal transit operations. If you need transportation for a special trip, please submit the following information to transportation@utrgv.edu with the subject line "Special Trip Request" so that we can determine feasibility, generate a special trip 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. An email will suffice for this purpose. After the trip is provided, the department will be billed the actual cost of the trip based on the per hour rate. (For example, if the department was quoted a rate based on 5 hours, but only 4 hours were actually used, it will be billed only for the 4 hours.)

Special Trip Request Guidelines

1. Only UTRGV departments can request special trips.
2. Special trips are provided on an incidental basis only. Trips can only be provided on the weekends and when normal transit routes are not in operation. The main priority for our department is to provide regularly scheduled transportation as shown on the publicly available schedules. Special trips will only be provided if they do not interfere with this function and only on a space-available basis when vehicles and drivers are not providing service on Vaquero Express routes.
3. Requests should be submitted as soon as possible, but no later than 5 working days prior to the requested date.
4. Special 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 as soon as the issue is discovered and if a substitute vehicle or driver cannot be obtained.

10. To cover labor and vehicle costs, a minimum of 2 hours will be billed per driver regardless of actual passenger attendance, trip length, or if the trip is cancelled by the requestor after the deadline for cancellation.

Rate

The special trip rate is based on per-hour billing starting from the moment the driver begins the pre-trip inspection of the vehicle to the moment they complete their post-trip inspection and any time in between while the driver is dedicated to the trip purpose. The revenue rate for fiscal year 2018 is **\$85/hour**.

Available Units

30 passenger buses – Quantity: 2

Smaller passenger vans (20, 20, or 14 seats) – Quantity: 3

Charter Services

If Parking & Transportation Services is unable to accommodate your special trip request, there are local bus 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

Special Trip Request Process

- STEP 1** Requestor sends query to Parking & Transportation Services Department (PTS).
- STEP 2** PTS sends Special Trip policy and request for details to requestor.
- STEP 3** Requestor submits additional details about special trip 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.