

Special Trip Policy

Requesting Service

Parking and Transportation Services is open to special trip requests from University departments at those times when vehicles are not needed or in use during normal transit operations. If you need transportation for a special trip, please submit the following information via [webform](#). We will determine feasibility, estimate the cost/provide quote, and generate a special trip itinerary. Requests should be submitted as soon as possible, but no later than 5 working days prior to the requested date.

1. Name of Event
2. Date
3. # of Passengers
4. Departure Time
5. Departure Location/Address
6. Destination Arrival Time
7. Destination Arrival Location/Address
8. Destination Departure Time
9. Origin Arrival Time
10. Requestor's Name
11. Phone
12. Email
13. Cost Center

Once the cost estimate/quote is 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 considered 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 comply with the [Student Travel Policy \(STU01-300\)](#) and obtain University-required authorization for student travel as needed. Reference [Student Travel](#) procedures for additional information.
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 and 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.
11. There are no split shifts, therefore the driver remains on duty for the entire trip. This is necessary in case something occurs, or there is a change, they will be on-hand to accommodate.

Rates

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 current rate is **\$105/hour per bus and \$55/hour per VOLT (electric vehicle/cart)**.

Available Units

30 passenger buses – Quantity: 2
Smaller passenger vans (20, 20, or 14 seats) – Quantity: 3
VOLT (electric vehicle/cart)

Charter Services

If Parking and Transportation Services is unable to accommodate your special trip request, there are local bus companies that may be able to assist you. Please send inquiry to the Travel Office (travel@utrgv.edu) for a list of approved local providers that you may contact directly. This is not an endorsement.

You may also go to the Federal Transit Administration's (FTA) [Charter Registration website](#) to find a list of charter companies that have chosen to register with FTA. Please note that this list includes charter operators who are based in other states but are listed on the site because they are willing to travel to the Rio Grande Valley.

Special Trip Request Process

- STEP 1** Requestor submits details via [webform](#).
- STEP 2** Transportation Services checks feasibility. If feasible, creates a quote.
- STEP 3** Requestor accepts or declines the quote.
- STEP 4** If requestor accepts, the trip is scheduled, and itinerary is created.
- STEP 5** Trip is provided.
- STEP 6** After the trip is completed, the actual cost will be billed to the department.

Contact Information:

Transportation Services
956-665-2036

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