

CHARTER BUS COMPLAINT FORM

1. NAME OF PRIVATE OPERATOR

2. NAME OF TRANSIT AGENCY

3. NAME OF CHARTERING GROUP/CONTRACTING PARTY

4. DATE(S) OF SERVICE

5. DESCRIPTION OF SERVICE

A. GENERAL DESCRIPTION

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B. CONTRACT/SUBCONTRACT

C. REGULAR AND CONTINUING

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I. OTHER DETAILS

6. NOTICE TO PRIVATE OPERATORS

7. PAST VIOLATIONS

8. DOCUMENTARY EVIDENCE (ATTACHED)

Respectfully submitted,

Signature

Print Name

Title

Company

Date

CHARTER BUS COMPLAINT FORM

This form is intended to allow private bus operators a simple and comprehensive means to file a complaint with the Federal Transit Administration about violations of the charter bus rules by federally-funded transit agencies. Please follow the instructions below and submit the complaint to the FTA Regional Administrator's Office.

INSTRUCTIONS

1. NAME OF PRIVATE OPERATOR

Identify yourself by company name, address, phone number, and contact person.

2. NAME OF TRANSIT AGENCY

Provide the name and address of the transit agency that conducted the service.

3. NAME OF CHARTERING GROUP/CONTRACTING PARTY

Provide the name and address (if known) of the group requesting the charter service.

4. DATE(S) OF SERVICE

Provide the date(s) when the service was or will be conducted.

5. DESCRIPTION OF SERVICE

A. GENERAL DESCRIPTION

Provide a general description of the service, including the nature of the service, the chartering group, the number of buses, and markings on the buses. The following are a few examples:

“MTA ran twenty buses for shuttle service between three downtown hotels and the Convention Center for the Men's Club convention. The headsign on each bus read 'Men's Club Convention Special'.”

“RTA provided two trollies for a Ladies Auxiliary outing. The trollies ran from city center to the Botanical Gardens.”

B. CONTRACT/SUBCONTRACT

State whether the service was conducted under a contract or series of contracts between the transit agency and the charter group/organization. Provide brief details of the contract (e.g., the form of the contract (letter, formal written agreement), date, parties, etc.) The charter rules define “charter service” as being transportation conducted “under a single contract . . .” 49 C.F.R. § 604.5(e), so this is a key indicator of charter service. Also state whether the service was conducted by the transit agency on a subcontract basis with another private operator.

C. REGULAR AND CONTINUING

State whether the service is regular and continuing or is designed for a special event. For example: “The service to the Men’s Club Convention is a one-time special event.” “MTA has conducted charter service to the Founders Day Festival once a year for the last three years.” Federal law provides that “mass transportation” (now known as “public transportation”) is service that is regular and continuing. 49 U.S.C. §§ 5302(a)(7) and (10). By definition, charter service is not mass transportation or public transportation. One-time events or events that occur once or twice a year are not regular and continuing.

D. ITINERARY/TIMES OF SERVICE

If known, state whether the service was provided under an itinerary specified in advance by the charter organization. Give details of the itinerary if known. If applicable, state that the itinerary was included in the contract. For example: “The contract provided that the service was to be run from Thursday, September 1, 2005 through Monday, September 4, 2005, between 6:00 a.m. to 8:00 p.m. each day, on a continuous loop between the Downtown Sheraton and the Convention Center, with one stop each way at the Hyatt Regency.”

E. FARES/COMPENSATION

State whether passengers paid an individual fare upon boarding, or whether passengers rode for free and the charter organization paid the transit agency on a per hour or other basis. These details are usually included in the contract for service. For example: “MTA was paid at a rate of \$35.00 per hour. Passengers were not required to pay a fare upon boarding or exiting the bus.”

F. REGULAR STOPS

State whether the service included regular stops, or connected with the transit agency’s regular route bus or rail service.

G. OPEN DOOR

State whether persons other than members of the chartering organization were allowed to use the service.

H. ADVERTISING/MARKETING OF SERVICE

Describe any and all efforts by the transit agency to advertise or market the service. Marketing can include posters and fliers, notices on websites, television, radio or print advertisements, inclusion in bus schedules and maps, and posting bus stop signs.

I. OTHER DETAILS

Provide any other details about the service. For example, was it subject to a request for proposals (“RFP”)? Have you or another private operator conducted the service in the past? Were you contacted by the chartering organization before the transit agency was awarded the service?

6. NOTICE TO PRIVATE OPERATORS

State whether the transit agency gave notice of its intent to provide charter service, either through an annual notice or a notice for the particular service at issue. Provide the date of the notice if one was given. State whether you informed the transit agency that you were a willing and able private operator, either in response to an annual notice, a notice for the particular charter service at issue, or under any other circumstances. Provide the date and circumstances of your notice to the transit agency.

7. PAST VIOLATIONS

Provide any instances of past violations of the charter rules by this transit agency of which you are aware.

8. DOCUMENTARY EVIDENCE (ATTACH)

Describe and provide copies of any evidence you have to support your complaint, including the contract, e-mails, advertisements or marketing materials, notices from the transit agency about its intent to provide charter service, notice from you or others that you are willing and able to provide charter service, photographs, web pages, newspaper articles, etc.

9. WHERE TO SUBMIT THE COMPLAINT

Provide a signed copy of the complaint (1) to the FTA Regional Administrator for the Region where the transit agency is located and (2) to the transit agency. Here is a list of the FTA Regional offices, their addresses, and the states in each Region.

Region 1- Massachusetts, Rhode Island, Connecticut, New Hampshire, Vermont and Maine
Richard H. Doyle, FTA Regional Administrator
Volpe National Transportation Systems Center
Kendall Square, 55 Broadway, Suite 920
Cambridge, MA 02142-1093
(617) 494-2055

Region 2- New York, New Jersey, Virgin Islands
Letitia Thompson, FTA Regional Administrator
1 Bowling Green, Room 429
New York, NY 10004-1415
(212) 668-2170

Region 3- Pennsylvania, Maryland, Virginia, West Virginia, Delaware, Washington, D.C.
Susan Borinsky, FTA Regional Administrator
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124
(215) 656-7100

Region 4- Georgia, North Carolina, South Carolina, Florida, Mississippi, Tennessee, Kentucky,
Alabama, Puerto Rico
Hiram J. Walker, FTA Regional Administrator
61 Forsyth Street, SW., Suite 17T50
Atlanta, GA 30303
(404) 562-3500

Region 5- Illinois, Indiana, Ohio, Wisconsin, Minnesota, Michigan
Don Gismondi, Acting FTA Regional Administrator
200 West Adams Street, Suite 320
Chicago, IL 60606-5232
(312) 353-2789

Region 6- Texas, New Mexico, Louisiana, Arkansas, Oklahoma
Robert Patrick, FTA Regional Administrator
819 Taylor Street, Room 8A36
Forth Worth, TX 76102
(817) 978-0550

Region 7- Iowa, Nebraska, Missouri
Mokhtee Ahmad, FTA Regional Administrator
901 Locust Street, Suite 404
Kansas City, MO 64106
(816) 329-3920

Region 8- Colorado, North Dakota, South Dakota, Montana, Wyoming, Utah
Lee Waddleton, FTA Regional Administrator
12300 West Dakota Avenue, Suite 310
Lakewood, CO 80228-2583
(720) 963- 3300

Region 9- California, Arizona, Nevada, Hawaii, American Samoa, Guam
Leslie Rodgers, FTA Regional Administrator
201 Mission Street, Suite 2210
San Francisco, CA 94105-1831
(415) 744-3133

Region 10- Washington, Oregon, Idaho, Alaska
Richard Krochalis, FTA Regional Administrator
Jackson Federal Building
915 Second Avenue, Suite 3142
Seattle, WA 98174-1002
(206) 220-7954