

## **POLICY STATEMENT AND RATIONALE:**

Lindsay Transit may provide a charter service within the boundaries of the City of Kawartha Lakes, when adequate resources are available. This policy establishes a process for obtaining this service and defines the roles and responsibilities of the parties involved.

## **SCOPE:**

This policy covers all issues relating to the availability of buses, how to request a booking and the cost of the charter.

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **Request Submission:**

All charter requests must be submitted to the Transit Department with a minimum of 30 days advance notice before booking date. Chartering of a Lindsay Transit vehicle must be contracted by a person 18 years of age or older. The cost of the service will be fully covered by the organization requesting the charter and may (at the discretion of the Director or designate) require a damage deposit. All requests will be subject to the availability of resources.

The following information will be required with submission request; who is to be picked up, location and time of pick-up, drop off location and time, interim stops (if appropriate) and the number of passengers and return time. The charter application form must be fully completed before approval can be given. See attached application form.

### **Reserving a charter**

The applicant must reserve the proposed charter a minimum of 30 days in advance.

A deposit in the amount of \$50.00 (fifty dollars) is required when booking your charter.

Phone the Lindsay Transit Office at 705-324-9411 to reserve and provide the following details.

- Date of proposed charter
- Pick up location and time
- Return location and time
- Number of people and any accessibility requests
- Number of buses requested
- Suggested route

Alternatively, an application form is provided on the last page of this document.

## **Purpose**

To operate charter services at competitive rates in the interest of residents and visitors to the City of Kawartha Lakes in accordance with current legislation and without affecting services provided to regular customers for the City of Kawartha Lakes conventional and specialized service.

## **Rates**

Rates will be set; recognizing that no part of the subsidies provided for regular and specialized transit services will be allocated or available to the operation of this service.

Charter rates will be set in order to recover full cost, (including a share of all vehicle related costs) plus a nominal return of 10%.

A Minimum charge of \$360.00 will apply for the first four hours of the charter, or any portion there of, per vehicle. A \$90.00 per hour charge will apply to each additional hour (or portion thereof), thereafter. Any variance or waiver of costs must be approved by Council.

Full payment (including damage deposit if deemed necessary) is due 24 hours (one business day) prior to commencement of the charter.

Rates for charter services will be reviewed annually and will be based on the actual costs of charters operated (in the most recently completed period) and will be escalated to allow for anticipated increases in costs, with provision to be made to ensure a return of 10% over the estimated full cost.

Buses shall be provided at no cost when requested through Emergency Services by Lindsay Police, Fire, or Ambulance departments to attend at an emergency scene for the accommodation of displaced or injured public or emergency personnel attending at the site.

Buses and chartered events may be provided on a compassionate basis, at a reduced cost upon approval by the City of Kawartha Lakes Council. For this approval, the charter must be requested 90 days in advance in order to be brought before Council for consideration.

Compassionate Clause: This clause is intended for the use of non-profit agencies within the City of Kawartha Lakes. Upon application approval, non-profit organizations will be charged a rate of \$45.00 per hour for a minimum of 4 hours (\$180.00). These not for profit organizations, as determined by staff, will participate within the City of Kawartha Lakes accounts receivable program and be billed accordingly for services rendered.

**Cancellation:**

Notice of cancellation must be received by the Transit Department as soon as possible. A cancellation charge of \$50.00 (fifty dollars) will apply to all charters cancelled later than 8:00am on the last business day prior to date of service. Due to unknown operational issues, Lindsay Transit reserves the right to cancel any and all charter services with as much notice as possible and shall not be responsible for any losses incurred as a result of such cancellation.

**Right to refuse group:**

Lindsay Transit reserves the right to refuse any group from booking a charter. Any damage or excessive uncleanliness of/to the vehicle, caused by the passengers, will be charged by Lindsay Transit to the chartering party. Unauthorized signage or any other object displayed on interior or exterior of vehicle is prohibited. Smoking and consumption of alcoholic beverages on all vehicles are prohibited. These terms and conditions are subject to change without notice.

**Responsibility**

Transit Supervisor

Manager of Fleet Services

Director of Public Works



## LINDSAY CHARTER APPLICATION FORM

Date of Charter \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Pick-up location \_\_\_\_\_

Pick up time \_\_\_\_\_

Drop off location \_\_\_\_\_

Return Time \_\_\_\_\_

Return Location \_\_\_\_\_

Number of Buses Requested \_\_\_\_\_

Number of Passengers \_\_\_\_\_

Additional details (Please use separate page if more room needed)

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Signature of Applicant \_\_\_\_\_

Date \_\_\_\_\_

Request Received (Office use) \_\_\_\_\_

Deposit Received (Office use) \_\_\_\_\_

Balance Received (Office use) \_\_\_\_\_