

# Management Directive

Management Directive No.:	
Management Directive Name:	Transit Charters
Date Approved by CAO or Designated Person:	
Date revision approved by CAO or Designated Person:	
Related SOP, Management Directive, Council Policy	See Charter Application in Forms section

## Directive Statement and Rationale:

The City of Kawartha Lakes is committed to a consistent, clear and uniform process to establish a process for obtaining Transit Charter services and defines the roles and responsibilities of the parties involved.

## Scope:

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

## Management Directive:

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).

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## Reserving a Charter:

The applicant must reserve the proposed charter a minimum of 30 days in advance. Phone the Lindsay Transit Office at 705-324-9411 or submit the “Transit Charter Application Form” (Attached) 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

## 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 transit services.

## Rates:

Rates will be set in accordance with the Consolidated Fees By-Law 2016-206, as amended; 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.

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 EMS 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

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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 in accordance with the Consolidated Fees By-Law 2016-206, as amended.

## **Cancellation:**

Notice of cancellation must be received by the Transit Department as soon as possible. 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.

## **Responsibilities:**

Transit Supervisor is responsible for the understanding and following the Transit Charter Management Directive.

The Transit Manager holds responsibility for departmental compliance to the Transit Charter Management Directive.

Director of Public Works will monitor corporate compliance with this management directive.

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Chief Administrative Officer (CAO) or designate will review and approved amendment of the Management Directive and any recommended amendments.

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## ***Lindsay Transit 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 \_\_\_\_\_

Additional details \_\_\_\_\_

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

Date \_\_\_\_\_

Deposit Received \_\_\_\_\_