



Golden Crescent Regional Planning Commission
State Planning Region XVII
Golden Crescent Economic Development District

Transportation Services Department

Frequently Asked Questions (FAQs)

1. Once I fill out a Charter request form will my information be released to the public?

Answer: Yes. GCRPC is a governmental entity subject to open records requests. FTA requires GCRPC send charter requests to all registered charter providers in the region. If a private operator is interested in providing the charter service, you will be contacted directly by the provider.

2. What happens if a private provider is interested in, and responds to, my request?

Answer: If a private provider expresses interest in performing the charter, GCRPC can no longer provide the service. GCRPC will notify you and the private charter company will contact you directly.

3. What if the private charter company fails to contact me after an interest has been expressed?

Answer: If a charter company has not shown good faith efforts to contact you after an interest has been expressed, GCRPC will attempt to contact the provider. If no contact can be made this will be viewed as a "No Response" from the company and GCRPC may provide the service.

4. Do I have to go with the private charter company if I am contacted by them?

Answer: You are not required to choose the private company that has contacted you; however, GCRPC is no longer allowed to provide the service.

5. Are there limits to where GCRPC will charter services?

Answer: GCRPC will only perform charters that can be conducted safely in one day. GCRPC will not perform trips that would require an overnight stay.

6. Will I be charged for excessive cleanup and/or damages to the bus during my charter service?

Answer: Yes. Upon completion of the trip, the vehicle will be inspected internally and externally for damages. Excessive cleanup charges will be charged if trash, spills, or food are found. GCRPC will provide details of the inspection and/or damages, and charges will be assessed using the credit/debit card on file. Riders should always respect GCRPC equipment and follow the instructions of the GCRPC Bus Operator.

7. Where can I find more information on FTA's charter regulations?

Answer: The final rule 49 CFR Part 604 can be found at: [Charter Bus Service Rule and Guidance | FTA \(dot.gov\)](#)

If you have additional questions, please contact our Charter Liaison at (361) 578-1587, ext. 210.