
TIGER TRANSIT CHARTER SERVICE INFORMATION AND REQUEST FREQUENTLY ASKED QUESTIONS

FAQ Updated August 2011

- Q. You used to have the charter service information on the same .pdf as the CSR Form. What happened to it?**
- A.** Since the amount of information pertaining to scheduling charter service began to get lengthy, we have separated the information and CSR Form into two different files. You can still find the charter information by going onto the Charter Information Page. This can be found at www.auburn.edu/administration/parking_transit/transit/charter.html. We recommend reading through the document often, as we update this information several times during the year.
- Q. I would like to schedule a charter for my department. What is the procedure to do this?**
- A.** Simply type in all of the information, provide the required documentation and submit all pages of the form to our office. **All information must be typed in** and all pages requiring authorized signatures must be signed upon submission, in order to avoid any delays in processing charter requests.
- Q. If I don't type in all information, provide the required documentation or fail to have the form signed will it really delay processing the request?**
- A.** Yes. You will receive an e-mail from our office confirming the receipt of your information, as well as, telling you why we cannot process your request. A delay in processing your request may result in your request for service being denied.
- Q. I would like to schedule charter service for a non-AU related event. Can I do this?**
- A.** No. We provide charter service for groups affiliated with Auburn University and for university purposes **only**.
- Q. How can I find out if charter service available during semester break periods?**
- A.** Information pertaining to dates service will be unavailable is generally posted on the news page of our website. If you do not see this information there, we recommend looking at the archives section (on the right side) of the page to see if it was posted at an earlier time. If you don't see the date(s) you're interested in scheduling service our news page, we suggest sending an e-mail to our office at tigertransit@auburn.edu before submitting a request to make sure we didn't miss posting it. When service is available, we recommend submitting a request at least one month in advance, as no drivers are scheduled to work during semester breaks. Early submissions of requests allows our contractor time to attempt to find an available driver. If no driver is unavailable to work during a semester break, we cannot provide service to your group.
- Q. Is charter service available during holidays?**
- A.** No. Whenever the University is scheduled to be closed for an official holiday, we do not schedule charter service.
- Q. Is charter service available to departments holding camps during the summer?**
- A.** Yes. However, the number of available charters is limited as are the number of drivers on staff during the summer semester. We recommend getting requests for charter service during the summer semester in to our office several months in advance, so we may notify our contractor of the needs of those departments.

Q. What are the current charter rates? Could you explain what the Priority Processing Charge is?

A.

Day(s) of Week	Type of Rate/Charge	Time	Rate/Charge
Monday - Friday	Regular Rate	7 a.m. - 11:59 p.m.	\$95.00 per hour, per bus
Monday - Friday	Late Night Rate	12 Midnight - 6:59 a.m.	\$200.00 per hour, per bus
Saturday - Sunday	Weekend Rate	12 Midnight - 6:59 a.m.	\$200.00 per hour, per bus
Sunday - Saturday	*Priority Processing Charge	N/A	\$235.00 per charter request
Sunday - Saturday	Standard Processing Charge	N/A	\$35.00 per charter request

The Priority Processing Charge (PPC) is a non-refundable charge which is applied to groups submitting CSR Forms less than 14 business days prior to the requested charter date. This is charged upon approval of charter service and will be charged even if charter service is cancelled. This is in addition to all other rates and charges.

Q. What is your cancellation policy?

A. Charters cancelled on the date of service will be assessed a cancellation charge, equal to the three hour minimum **per bus**. Failure to cancel charter service which is no longer needed, may result in your department being billed for the entire time charter service has been scheduled for, as well as, the number of buses reserved. All cancellations must be submitted in writing to tigertransit@auburn.edu by the chartering department.

Cancellation Time	Rate/Charge
More than 72 hours from date of service	No charge (unless PPC is applicable)
72 hours from date of service	\$31.50 per hour scheduled, per bus (plus PPC-if applicable)
48 hours from date of service	\$47.50 per hour scheduled, per bus (plus PPC-if applicable)
24 hours from date of service	\$95.00 per hour scheduled, per bus (plus PPC-if applicable)
Scheduled date of service	Three hour minimum per number of buses scheduled (plus PPC- if applicable)
Failure to Cancel Charter Service	Full charter time, per number of buses scheduled and all charges

Q. Could you provide my department with a cost quote or estimate for charter services?

A. We do not provide cost quotes or estimates for charter services, as sometimes the needs of the chartering department change during the course of the scheduled charter. We recommend using the information provided above to find what the approximate cost of charter services provided to your department would be.

Q. Why do you require all information to be type in on the pages of the form?

A. We require all information to be typed in, so that we're able to clearly read the information.

Q. I would like to break apart the three hour minimum to cover two different time periods. Can I do this?

A. The minimum amount of time that charter service is scheduled for is 3 hours at a time. It cannot be broken apart.

Q. Where do I find the fund name or organization name, in order to include that information for billing purposes?

A. All FOP information can be found by going through [AU ACCESS](#)

Q. Why do you require departments to provide paperwork regarding driving directions to/from the destination of the charter?

A. As we receive a large volume of charter requests into our office on a continual basis and because we have a small office staff and other job duties, we both depend on and require chartering departments to provide this information to us.

Q. My department is wanting to schedule service to pick up passengers at the airport. Why are we required to provide flight information for those passengers?

A. As we do not have a professional services contract with any airport, we are only allowed to have our buses on airport property for a short period of time. Supplying this information to us allows us to monitor the flight as it is in progress, to make sure that our buses do not arrive ahead of any delayed flight and cause us to be asked to leave the airport property before passengers are able to board. An Auburn University faculty member or professional staff member will be required to be on any bus traveling to/from the airport, as outlined in the Tiger Transit Charter Service Information document.

Q. My department is scheduling service to pick up passengers at the airport. Do we really have to a representative from the department accompany the driver?

A. Yes. Our drivers must stay with our buses at the airport at all times and cannot go in to the airport to find passengers. **We will not allow a charter to the airport proceed without your departmental representative being present.**

Q. Under what circumstances would Tiger Transit require my department to use more buses than are being requested on the CSR Form?

A. There are some circumstances which (when deemed necessary by the Tiger Transit Management) would require the chartering department to have more buses than requested on the CSR Form submitted to our office. Those circumstances include, but are not limited to: The number of passengers outnumbering the number of seats available on a bus; If the charter is going to a location and several bulky items are needing to be transported, the number of passengers and probable amount of items being transported will be evaluated and a determination as to whether or not there will be enough room on the bus(es) for both without blocking the aisles will be made. If the chartering department has made other arrangements to transport bulky items, it is the responsibility of that department to inform our office before the date of the charter, as outlined in the Tiger Transit Charter Service Information document, in order to avoid additional charges.

Q. My department would like to schedule a charter, but don't want to have an AU faculty member or professional staff member accompanying the group. Can we do this?

A. No. We require a Auburn University faculty member or professional staff member to be in charge of the group and that one Auburn University faculty member or professional staff member accompany each charter bus requested. **We will not allow a scheduled charter to proceed without this requirement being met.**

Q. If I e-mail the needs of my department for chartering buses for a specific date, can that date be "penciled in" and held for my department?

A. As charter service is provided on a first come-first serve basis and processing a request is contingent upon all completed and signed paperwork being turned in before charter service can be scheduled, we do not hold dates or times for departments.

Q. If I have a question that I don't see covered here, who do I contact?

A. Send an e-mail to us at tigertransit@auburn.edu. We're happy to answer any questions you don't see covered in this FAQ.