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## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2023-DRT- 17  
Date: September 6, 2023

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**Subject:**

Charter Policy

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**Recommendation:**

That the Transit Executive Committee approve:

- a) The DRT Charter Policy (Attachment #1); and
  - b) That the General Manager of Durham Region Transit be authorized to make such revisions and updates to this policy as necessary.
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**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to seek approval from the Transit Executive Committee for Durham Region Transit (DRT) Charter Policy.

**2. Background**

- 2.1 Prior to 2021, DRT's Public Vehicles Operating License, as required through the Public Vehicles Act, strictly prohibited the provision of charter services. The Public Vehicles Act was repealed on July 1, 2021, under Bill 213, including the prohibition for DRT to provide charter services.
- 2.2 Each year DRT receives inquiries from organizations and the public interested in using DRT vehicles for event transportation purposes. During the development of the DRT Service and Finance Strategy (2023-2032), staff collaborated with the Finance department to establish a charter rate to enable public and third party booking of conventional 12 metre DRT buses. The approved charter rates were

established on a full cost recovery basis considering all expenditures incurred for the planning, operation, and servicing of the vehicle.

- 2.3 The approved 2023 charter rates include a base rate of \$925.00 for a minimum four hour booking for one vehicle, with additional hours provided at a rate of \$130.00 per hour. The rate for each additional bus is \$505.00 per vehicle for a minimum four-hour booking, with additional hours provided at a rate of \$130.00 per hour.

### **3. Discussion**

- 3.1 The DRT Charter Policy (Attachment #1) outlines roles and responsibilities of staff and procedures to administer a charter. The policy ensures transparency for an organization, group, or person seeking DRT charter services.
- 3.2 A charter is defined as a non-revenue service delivered by DRT under contract to an organization, group or individual for the purpose of transporting people. Charters are organization and delivered separately and independent of scheduled services.
- 3.3 DRT does not provide charter services where the organization, group, or individual is a school board or other authority in charge of a school and the purpose is primarily the transportation of school-aged children. DRT vehicles and operator licenses do not meet provincial requirements for school-purpose transportation.
- 3.4 Parties interested in a charter will be required to fully complete and submit an on-line charter request form.
- 3.5 DRT evaluates charter requests in consideration of several factors.'
- a. Availability of DRT resources to plan and deliver the requested Charter (operations and maintenance)
  - b. Ability of DRT to meet Revenue Service commitments (operations and maintenance)
  - c. Time of day and day of week
  - d. Ability of DRT to safety deliver the Charter (site access and conditions, distance, etc.)
- 3.6 At the sole discretion of DRT, Charter requests will be denied when the charter:
- a. may impact the delivery of scheduled revenue services; or
  - b. is unable to be delivered safely.
- 3.7 In collaboration with Legal and Risk Management, a charter agreement was developed.
- 3.8 The organization, group or individual signing the charter agreement is fully responsible to reimburse DRT for the full cost of any damage, cleaning or servicing beyond the regular daily cleaning and servicing requirements.

- 3.9 The policy requires a 25 per cent non-refundable deposit of the estimated charter cost. The deposit will be applied as a credit to the final invoice, subject to any damage or extra cleaning or servicing of the bus beyond the regular post-charter cleaning.

#### **4. Previous Reports and Decisions**

- 4.1 Report #2023-DRT-05 Transit Service and Financing Strategy (2023-2032).
- 4.2 Report #2023-DRT-02 Durham Region Transit Business Plan and Budget

#### **5. Financial Implications**

- 5.1 There are no financial implications related to this report.

#### **6. Relationship to Strategic Plan**

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

a. Service Excellence

- Goal 5.1: Optimize resources and partnerships to deliver exceptional quality services and values.
- Goal 5.4: Drive organizational success through innovation, a skilled workforce, and modernized services.

#### **7. Conclusion**

- 7.1 It is recommended that the Transit Executive Committee approve the DRT Charter Policy (Attachment #1), and that the General Manager of Durham Region Transit be authorized to make such revisions and updates to this policy as necessary.

#### **8. Attachments**

Attachment #1: Durham Region Transit Charter Policy

Respectfully submitted,

Original Signed by:

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by:

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



**Durham Region Transit**  
Procedure Manual

<b>Title: Charter Policy</b>		
<b>Procedure #:</b>	<b>Issued: September 6, 2023</b>	<b>Page #: 1 of 4</b>
<b>Revised: NA</b>		
<b>Approved by: Bill Holmes, General Manager</b>		

**1. Revision History**

- a) Not applicable

**2. Policy Statement**

It is the policy of Durham Region Transit (DRT) that charter bus services will be delivered, when operationally feasible, on a full-cost recovery basis.

**3. Purpose**

- 3.1 This policy outlines the requirements associated with charter services delivered by Durham Region Transit (DRT).

**4. Definitions**

- 4.1 Charter: Non-revenue service delivered by DRT under contract to an organization, group or individual for the purpose of transporting people.
- 4.2 Marketing/Promotional: Events or activities that promote DRT or public transit, which do not include transporting people except for DRT staff or authorized persons representing the event or activity.
- 4.3 Requestor: Party requesting charter services.
- 4.4 Revenue Service: Planned and scheduled DRT services, where an in-service transit vehicle is available to the general public when they pay their applicable transit fare.
- 4.5 Transit Bus (Bus): A 12-metre transit bus, excludes articulated transit buses.
- 4.6 Travel Training: A DRT program available to the public to enhance their transit travel skills and knowledge.

## **5. Roles and Responsibilities**

Responsibilities may be delegated under this Policy.

### **5.1 General Manager**

The General Manager may delegate responsibilities under this Policy.

- Review the Policy every two years and make the necessary revisions or updates to the policy arising from the review, or at any other time as deemed necessary by the General Manager

### **5.2 Deputy General Manager, Operations**

- Responsible for the operational delivery of charter services.
- Ensure charter services do not impede the planning, scheduling, and delivery of Revenue Service.
- Ensure a Charter can safely access proposed venues and routes.
- Provide operational oversight to ensure safety and that patrons experience service excellence.

### **5.3 Deputy General Manager, Maintenance**

- Ensure charter services do not impede the maintenance and servicing of the transit bus fleet to meet Revenue Service commitments.
- Provide the required number of Charter Transit Bus(es) and that the buses are available when required.
- Inspect the condition of Charter Transit Bus before and after a Charter and identify and report deficiencies or damage beyond regular cleaning and servicing.

### **5.4 Durham Region Transit Charter Coordinator**

- Responsible for the planning, marketing and administration of charter services.
- Collaborate with staff to review Charter requests and requirements prior to the signing of the Charter agreement.

## **6. Procedures**

6.1 Interested parties shall fully complete and submit the on-line charter request form.

- 6.2 Charter requests will be evaluated in consideration of several factors.
- i) Availability of DRT resources to plan and deliver the requested Charter (operations and maintenance)
  - ii) Ability of DRT to meet Revenue Service commitments (operations and maintenance)
  - iii) Time of day and day of week
  - iv) Ability of DRT to safely deliver the Charter (site access and conditions, distance, etc.)
- 6.3 DRT does not provide charter services where the organization, group, or individual is a school board or other authority in charge of a school and the purpose is primarily the transportation of school-aged children.
- 6.4 At its sole discretion DRT reserves the right to deny a Charter request.
- 6.5 Approved Charters are subject to current charter rates approved by Regional Council during the annual budget process, or as otherwise approved by Regional Council.
- 6.6 A DRT bus used to deliver a Charter will be operated by a DRT employee.
- 6.7 The Charter Agreement must be signed by all parties and required documentation submitted at least 14 calendar days prior to the date of the charter. At its sole discretion, DRT may waive the 14-day period.
- 6.8 At least 14 calendar days prior to the date of the charter, the Requestor must submit a non-refundable deposit equivalent to 25 per cent of the estimated total charter cost. The deposit will be applied as a credit to the final invoice, subject to any damage or extra cleaning or servicing required to the Transit Bus.
- 6.9 A Charter cancelled by a Requestor within seven (7) calendar days of the date of the Charter shall be subject to a cancellation/administration fee equivalent to 25 per cent of the estimated total charter cost.
- 6.10 The Requestor shall reimburse DRT for the full cost of any damage, cleaning, or servicing of the Transit Bus beyond the regular post-event cleaning and servicing requirements.
- 6.11 All parties will adhere to the requirements of the signed charter agreement.
- 7. Application**
- 7.1 This policy applies to DRT and any Requestor seeking Charter services from DRT.
- 7.2 This policy does not apply to Marketing/Promotional activities and Travel Training.

**8. Inquiries**

8.1 For additional information regarding this policy please contact the DRT Charter Coordinator