



Facilities
Management

Transportation Charter Regulations

Fall 2026/Spring 2027

Division of Campus Operations and Human
Resources

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1. Charter Services Purpose

Towson University Transportation Services provides charter transportation for approved university business and academic activities. Charter services are coordinated to support university departments, student organizations, faculty, and staff while ensuring the safe, efficient, and cost-effective use of university transportation resources.

Transportation Services manages all university charter requests and serves as the university's authorized coordinator for charter transportation.

2. Eligibility

Charter transportation is available for:

- Academic departments
- Administrative offices
- Recognized student organizations.
- University-sponsored programs and events
- Other official university business approved by Towson University

All charter requests must be sponsored and authorized by a university department or recognized organization.

2.1 Charter Request Procedures

All charter requests must be submitted through the official Transportation Services Charter Request Form.

To ensure timely scheduling and accurate billing, charter requests should be submitted at least ten (10) business days prior to requested service date. Any short notice requests are not guaranteed and will be accommodated only if vehicles, drivers, and scheduling permits.

Each charter request must include complete and accurate information, including:

2.1.1 Request Information

- Requesting department or office
- Purpose of the trip
- Date of service
- Pickup and drop-off locations
- Departure and return times

- Estimated number of passengers
- Special accommodation or transportation requirements, if applicable

Transportation Services will make reasonable efforts to accommodate individuals requiring accessible transportation when identified during the charter request process.

2.1.2 Required Billing Information

To ensure accurate billing and payment processing, the following information must be provided before a charter request can be approved:

- Department Name
- Billing Contact Name
- Billing Contact Email Address
- Stratus Cost Center Number
- Stratus Source Number
- Stratus Account Number
- Grant Code Number (if applicable)
- Department Project or Funding Information (if applicable)

Incomplete billing information may delay the approval or scheduling of the requested charter.

3. Charter Authorization

All charter requests must be reviewed and approved by a Towson University faculty or staff member who has the appropriate budgetary and financial authorization for the department or funding source.

The approving representative is responsible for:

- Verifying that funding is available.
- Confirming the accuracy of all billing information.
- Authorizing Transportation Services to charge the department or grant for all applicable charter costs.
- Serving as the official departmental representative for the charter request.

Students are not authorized to submit or approve charter requests on behalf of a department or student organization unless a faculty or staff advisor with budget authority has reviewed and approved the request.

3.1 Day-of-Charter Contact

Each charter request must identify a primary contact who will be available on the day of the trip.

The Day-of-Charter Contact must include:

- Contact Name
- Mobile Phone Number

The designated contact will serve as the primary point of communication for Transportation Services regarding departure times, schedule changes, emergencies, or other operational issues.

3.2 Billing and Payment

Transportation Services cannot confirm or schedule a charter request until all required billing information has been received and verified.

The requesting department is responsible for ensuring that:

- All financial information is complete and accurate.
- Funding has been approved before the charter is scheduled.
- Changes to billing information are communicated to Transportation Services before the date of service.

Transportation Services reserves the right to delay or deny charter requests that contain incomplete, inaccurate, or missing billing information.

3.3 Approval and Scheduling

Transportation Services will review each charter request based on:

- Vehicle availability
- Driver availability
- Trip distance and duration
- Operational priorities
- Safety considerations
- Compliance with university policies

Transportation Services reserves the right to approve, modify, or deny charter requests based on operational needs or safety concerns.

4. Service Area

University-owned charter vehicles are typically limited to travel within Maryland unless otherwise approved by Transportation Services

Transportation outside Maryland may be provided through a university-approved commercial charter vendor when university vehicles are unavailable or when the trip exceeds the operational capabilities of the university fleet.

Charter scheduling is subject to driver work-hour limitations and applicable safety regulations. Additional drivers may be required for extended trips (if applicable)

5. Commercial Charter Vendors

When Transportation Services cannot provide transportation using university vehicles, service may be arranged through a university-approved charter vendor.

Departments may **not** independently contract with outside transportation providers.

All charter transportation must be coordinated through Transportation Services. Failure to follow this requirement may result in Procurement denying payment for unauthorized transportation services.

5.1 Charter Fees

Charter services may be subject to operating charges established by Transportation Services.

Unless otherwise approved:

- Charter requests are subject to a **four (4) hour minimum charge**.
- Applicable charges include driver time, vehicle operating costs, and other approved expenses.
- Departments are responsible for all authorized charter costs.

Current charter rates are published by Transportation Services and are subject to change.

5.2 Cancellations

Departments must notify Transportation Services in writing if a charter is no longer needed.

- Cancellations should be submitted no later than **two (2) business days** before the scheduled trip.
- Cancellations received in less than **48 business hours** before departure may be subject to cancellation fees or other costs already incurred.
- Cancellation fees may include vendor cancellation penalties, driver costs already incurred, or other unrecoverable expenses.

Transportation Services reserves the right to assess cancellation fees when expenses cannot be recovered.

6. Passenger Conduct

All passengers using charter transportation are expected to comply with Towson University policies and these Transportation Services Regulations.

Passengers shall:

- Follow driver instructions.
- Remain seated while the vehicle is in motion unless otherwise directed.
- Treat drivers and fellow passengers with courtesy and respect.
- Keep the vehicle clean and free of excessive trash.
- Refrain from behavior that distracts the driver or creates an unsafe environment.

The sponsoring department or organization is responsible for the conduct of its participants throughout the trip.

6.1 Prohibited Items and Activities

The following are prohibited on all university-owned and commercially chartered vehicles:

- Alcoholic beverages, whether opened or unopened.
- Illegal drugs or controlled substances.
- Smoking, vaping, or the use of tobacco products.
- Firearms, weapons, or other prohibited items, except as authorized by law or university policy.
- Hazardous or flammable materials.

- Any activity that endangers passengers or interferes with the safe operation of the vehicle.

Transportation Services or the charter provider may immediately terminate a trip if prohibited items or unsafe conduct jeopardize passenger safety or violate university policy.

6.2 Charter Suspension or Termination

Transportation Services reserves the right to deny, suspend, or terminate charter service when:

- Passenger conduct threatens the safety of others.
- University policies or applicable laws are violated.
- Severe weather or road conditions make travel unsafe.
- Mechanical issues affect vehicle safety.
- Emergency situations require university resources to be reassigned.

Transportation Services will make every reasonable effort to notify the requesting department if service must be modified or canceled.

Transportation Services shall make the final determination regarding travel during severe weather events

7. Responsibilities of the Sponsoring Department

The sponsoring department or organization is responsible for:

- Providing accurate trip information.
- Ensuring all participants comply with university policies.
- Designating a responsible trip coordinator.
- Communicating itinerary changes promptly.
- Accepting financial responsibility for approved charter charges.
- Ensuring participants follow all driver instructions and safety requirements.

8. Transportation Services Responsibilities

Transportation Services is responsible for:

- Scheduling qualified drivers.
- Assigning safe and properly maintained vehicles.
- Coordinating commercial charter vendors when necessary.
- Communicating schedule changes to the requesting department.

- Providing safe, reliable, and professional transportation services.

Transportation Services will continually evaluate charter operations to improve customer service, operational efficiency, and passenger safety.

For questions, concerns, or suggestions, please contact Transportation Services at uride@towson.edu or 410-704-RIDE (7433).

Transportation Annex

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