

# Charter Service Final Rule

## Private Operator's "Bill of Rights"

### Effective Date of Final Rule: 4/30/08

- **You may register at FTA's new Charter Registration Website (49 CFR 604.13)**
  - <http://www.fta.dot.gov/CharterRegistration>
  - You should register BEFORE 4/30/08
  - Your registration lasts two years
  - You will receive notification from the system when your registration is about to expire
  - You must own at least one bus or van and have the legal authority to operate a charter business
- **After registering, you may receive notification of proposed charter trips by public transit agencies (49 CFR 604.14):**
  - That charge a "premium" fare
  - That are subsidized by a third party
  - That were not previously made available to private charter operators
- **You may request an advisory opinion from FTA (49 CFR 604.17)**
- **You may request a cease and desist order from FTA as part of an advisory opinion (49 CFR 604.22)**
- **You may request that a Qualified Human Service Organization or other Registered Charter Provider be removed from FTA's Charter Registration Website (49 CFR 604.26)**
- **You may file a complaint against a public transit agency for unauthorized charter service(49 CFR 604.27)**
- **You may review public transit agencies' reports on charter service (49 CFR 604.12)**
- **You may review a Qualified Human Service Organization's registration requesting free or reduced rate services (49 CFR 604.15)**
- **You may review which public transit agencies requested additional hours under the Government Officials exception (49 CFR 604.6)**
- **You may review petitions requesting an exception for Events of Regional or National Significance, Hardship, or Discretion (49 CFR 604.11)**
- **You may request assistance from FTA's Ombudsman for Charter Service, who can be contacted at:**  
  
**[ombudsman.charterservice@dot.gov](mailto:ombudsman.charterservice@dot.gov)**

Fact sheet provided for summary purposes only.  
Please consult regulatory text for exact  
requirements.