

ClasTran

Group Trip Request/ Confirmation Procedures

ClasTran requests all agencies to complete a Group Trip Request for any trip in which two or more agency clients will be traveling to an address that differs from the agency or center. **No other forms will be accepted.**

In order for ClasTran to process all group trip requests in a timely manner, ClasTran must receive the request **two (2) weeks in advance**. ClasTran cannot process same day group requests. Each group trip should be completed on a separate form.

Please complete the Group Trip Request Form in its entirety. For items on the form that does not apply, use "N/A" for not applicable. This is to ensure no section is overlooked. **Incomplete forms will be returned.** ClasTran will only accept group trip requests from the agency contact not the center manager. This will reduce errors in billing and miscommunication.

Please fax the Group Trip Request Form to: ClasTran Operations at (205) 325-8788.

Please follow the steps below when completing the form:

1. The agency representative should complete Part I. It is very important to provide accurate, detailed information about the group trip. Below are detailed descriptions of the items in this section:
 - a. Date of Request: Enter the current date.
 - b. Agency Requesting Trip: Please note that the agency not the center name should be listed here. This ensures the appropriate agency is billed for the trip.
 - c. Total Number of People Attending the Trip: Enter the total number of riders and agency personnel attending the trip. NOTE: ClasTran expects all agencies to have a representative attend the outing with the clients in case an emergency occurs.
 - d. Date of Service: Enter the date of the group trip.
 - e. Wheelchair accessible vehicle?: Indicate if a wheelchair accessible vehicle is needed for the trip to accommodate the clients in wheelchairs.
 - f. Center Name: Enter the name of the center associated with the agency.
 - g. Center Address/City/Zip Code: Enter the address of the center.
 - h. Contact Name: Enter the name of the agency representative who will be attending the trip.
 - i. Phone #: Enter the phone number of the agency representative attending the trip. ClasTran would like to be able to contact the agency representative in case of an emergency while the outing is in progress.
 - j. Type of Trip: Check the space provided for the type of trip. If the trip type is not listed, use "Other" and enter the trip type.
 - k. Special Instructions: The agency representative should include any special instructions ClasTran should be aware of related to the outing.

NOTE: It is very important to complete the section labeled trip details. This section must be complete in order for ClasTran to process the request. If the information from this section is omitted, ClasTran will consider the form incomplete and it will be returned.

A ClasTran representative will complete Part II after the application is received. All group trip requests will be processed within 5 business days. The ClasTran representative will fax the confirmation to the agency contact person. If there are any errors or changes to the group trip request, the agency contact should contact ClasTran immediately.