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Central Alabama's Specialized Transit
A Project of the Birmingham Regional Paratransit Consortium

May 13, 2026

NOTICE TO RIDERS
Important Service Reminder

Dear Rider:

ClasTran is writing to inform all general public riders that, effective June 1, 2026, existing service policies will be enforced consistently and uniformly. Trips that have previously been scheduled outside of these policies will no longer be provided, and recurring trips may be reviewed based on availability and agency policy.

ClasTran General Public Transportation Service Policies

1. **Hours of service**

ClasTran operates Monday through Friday from 7:00 a.m. to 5:00 p.m.

This means:

- Pickups will not be scheduled earlier than 7:00 a.m.
- Drop-offs must be completed no later than 5:00 p.m.

Trips with pickup times before 7:00 a.m. will not be provided. Trips previously scheduled outside of these service hours will need to be rescheduled within regular service hours.

2. **No duplicate service within the MAX VIP paratransit service area**

ClasTran does not provide trips when both the pickup location and drop-off location are within the MAX VIP paratransit service area. If both your origin and destination are within the MAX VIP paratransit service area, you will need to apply for and use MAX VIP paratransit service. ClasTran may still provide trips involving travel to or from areas outside the MAX VIP paratransit service area, in accordance with agency policy.

3. **Trips are scheduled first come, first served**

Trips are scheduled on a first come, first served basis. Recurring trips are subject to availability and agency policy. Riders who are currently receiving recurring trips may have those trips reviewed and may be required to schedule trips individually, subject to availability.

4. **Advance reservation window**

Riders may continue to call and schedule trips:

- Up to 14 days in advance, and
- No later than 11:00 a.m. on the day before service

About ClasTran Service

ClasTran is a curb-to-curb, demand-response transportation service operated in accordance with agency policies and service limits. We serve:

- Seniors age 60 and older
- Individuals with disabilities
- Individuals traveling to or from rural areas

These policy reminders are being issued to ensure that service is provided fairly, consistently, and in accordance with agency rules for all riders. To review all ClasTran policies, please see our Rider's Handbook at clastran.com/riders-handbook.

If you have questions about how these and other ClasTran policies may affect your trips, please contact ClasTran at 205-325-8787. If you need this notice in an alternative format or need to request a reasonable modification related to a disability, please contact us at 205-325-8787 or othomas@clastran.com.

Thank you for your understanding and for riding with ClasTran.

Sincerely,

Owen Thomas
Innovation Manager
ClasTran