

How to Book a Train

Statewide Travel Program

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1. General Information

To avoid excess booking fees, please book all components of travel within the same itinerary.

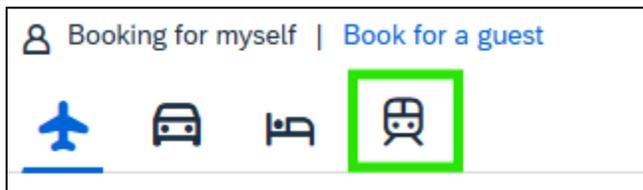
2. Booking a Train Within a Multi-Component Trip

All multi-component trips are booked in the same order in Concur – air or train, car rental, then hotel. Complete all steps of booking train travel (section 3 of this document), then add the additional segments of travel when you reach the 'Travel Details' page. Please see 'How to Book a Car Rental,' and/or 'How to Book a Hotel' for more information.

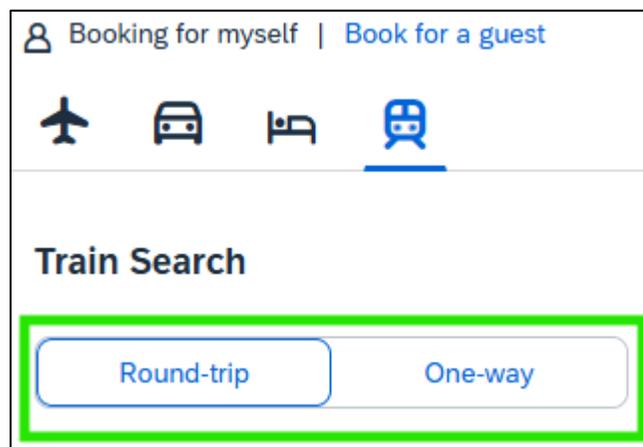
3. Booking a Train Only

3.1 Train Search

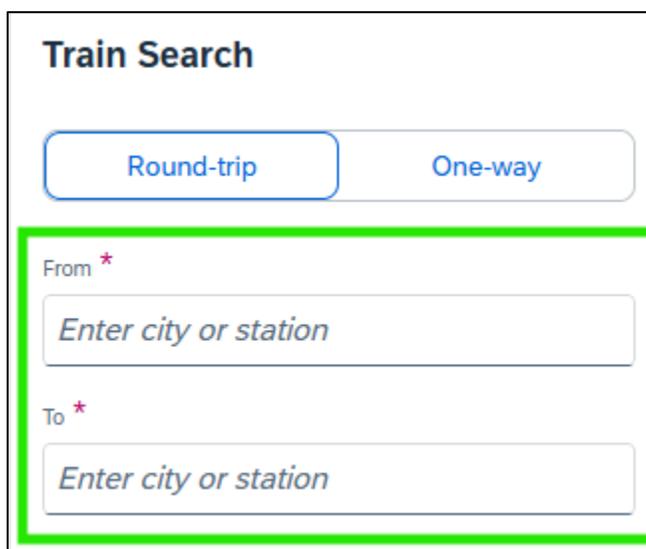
Once you've logged into Concur, click the train icon.



The trip defaults to 'Round Trip,' but you can also search for 'One Way' travel by selecting that option.



Add a city in the 'From' and 'To' boxes.



HOW TO BOOK A TRAIN

Now, complete the 'Departure' and 'Return' information. You can specify the time of day you would prefer to travel.

Train Search

Round-trip One-way

From *
Sacramento, California

To *
San Diego (Downtown), California

Leave * Time
02/19/2025 1:30 PM

Return * Time
02/20/2025 1:30 PM

Click the blue 'Search Trains' button once you are ready to see rail options.

Train Search

Round-trip One-way

From *
Sacramento, California

To *
San Diego (Downtown), California

Leave * Time
02/19/2025 1:30 PM

Return * Time
02/20/2025 1:30 PM

3.2 Choose a Train

Review the 'Departing Train' options and choose the one that is most economical based on trip specifications.

Departing Train Skip Search

Sacramento, California - San Diego (Downtown), California Departing Friday, March 7, 2025 [Edit Search](#)

All Filters v

5 Results

9:50 AM - 11:04 PM 3 Changes 13h 14m

Multiple Carriers

Sacramento, California

○

▶

○

18m

▶

○

8m

▶

○

1h 35m

▶

○

62.52kg CO₂e

Coach

Exchangeable

\$99.00

Thruway Seat - Flex / Coach Seat - Flex / Unre...

10:05 AM - 11:04 PM 3 Changes 12h 59m

Multiple Carriers

Sacramento, California

○

▶

○

18m

▶

○

8m

▶

○

1h 35m

▶

○

62.52kg CO₂e

Coach

Exchangeable

\$99.00

Thruway Seat - Flex / Coach Seat - Flex / Unre...

11:55 AM - 5:25 AM 2 Changes 17h 30m

Capitol Corridor, Connecting Bus

Sacramento, California

○

▶

○

▶

○

▶

○

62.52kg CO₂e

Coach

Exchangeable

At the top of this page, you can edit the train search if needed: specify departure and arrival times and dates and number of train changes.

Departing Train [Skip Search](#)

Sacramento, California - San Diego (Downtown), California Departing Friday, March 7, 2025 [Edit Search](#)

[All Filters](#)

To see the travel details, click on the box that shows the price. This will show you connection information (if applicable), seat reservations, and vendors.

9:50 AM - 11:04 PM 3 Changes 13h 14m

Multiple Carriers

- 9:50 AM • Sacramento, California
- 11:05 AM • Stockton (Amtrak Sta - San Joaquin Street), California
- Transfer Time 18m
- 11:23 AM • Stockton (Amtrak Sta - San Joaquin Street), California
- 3:57 PM • Bakersfield, California
- Transfer Time 8m
- 4:05 PM • Bakersfield, California
- 6:35 PM • Los Angeles, California
- Transfer Time 1h 35m

[Route Details](#)

62.52kg CO₂e

Coach

Thruway Seat - Flex / Coach Seat - Flex / Unreserved Coach Seat - Flex

Exchangeable

62.52kg CO₂e

[Rules and Restrictions](#)

\$99.00

[Select Fare](#)

10:05 AM - 11:04 PM 3 Changes 12h 59m

Multiple Carriers

Sacramento, California → San Diego (Downtown), California

- 18m
- 8m
- 1h 35m

62.52kg CO₂e

Coach

Exchangeable

\$99.00

Thruway Seat - Flex / Coach Seat - Flex / Unre...

HOW TO BOOK A TRAIN

Once you've found the train trip you'd like to book, click 'Select Fare.'

The screenshot displays a train booking interface. On the left, the route is detailed with stops: Sacramento, California (9:50 AM), Stockton (Amtrak Sta - San Joaquin Street), California (11:05 AM), Stockton (Amtrak Sta - San Joaquin Street), California (11:23 AM), Bakersfield, California (3:57 PM), Bakersfield, California (4:05 PM), and Los Angeles, California (6:35 PM). Transfer times are 18m, 8m, and 1h 35m. The total duration is 13h 14m with 3 changes. On the right, the fare is \$99.00 for a Coach class. The 'Select Fare' button is highlighted with a green box. Other details include 'Multiple Carriers', 'Exchangeable', and '62.52kg CO₂e'.

Now, complete the steps outlined in section 3.2 of this document to book the 'Return Train.'

The screenshot shows the 'Return Train' selection interface. It features a 'Carrier' section with a train icon and 'Multiple Carriers'. The 'Departure' section shows 'Friday, March 7, 2025 9:50 AM - 11:04 PM' and a price of '\$99.00'. The 'Return Train' button is highlighted with a green box, with a 'Skip Search' link next to it. Below, the route is 'San Diego (Downtown), California - Sacramento, California' with a return date of 'Returning Saturday, March 8, 2025' and an 'Edit Search' link.

3.3 Review and Book Page

You are now on the 'Review and Book' page.

The screenshot shows the 'Review and Book' page. The 'Review and Book' header is highlighted with a green box. The 'Train Itinerary' section shows a round trip on Friday, March 7, 2025, from Sacramento, California to San Diego (Downtown), California. The itinerary includes 3 changes, a 13h 14m duration, and 62.52kg CO₂e. The class is Coach. The 'Estimated Total Cost' section shows a total of \$179.00, with a base fare of \$179.00 and taxes, fees, and charges included.

HOW TO BOOK A TRAIN

Confirm the 'Train Itinerary' information. Click 'View Train Details' for more information.

Train Itinerary

Round Trip

Friday, March 7, 2025

Sacramento, California - San Diego (Downtown), California Thruway Seat - Flex / Coach Seat - Flex / Unreserved Coach Seat - Flex
9:50 AM - 11:04 PM 3 Changes 13h 14m [62.52kg CO₂e](#) Class: Coach
[Multiple Carriers](#)

Saturday, March 8, 2025

San Diego (Downtown), California - Sacramento, California Thruway Seat - Flex / Coach Seat - Flex
9:25 PM - 9:50 AM 2 Changes 11h 25m [41.43kg CO₂e](#) Class: Coach
[Connecting Bus 5811, 3711, San Joaquins 711](#)

[View Train Details](#)

Confirm that the 'Traveler Information' is accurate and matches the photo identification you will provide upon check in. You may be turned away if the name on your identification does not match your reservation.

Traveler Information

Traveler Information is based on your SAP Concur profile. Your information and any information you complete below will be shared with the travel provider to complete the booking process. Please ensure your name below matches what is on your government issued ID.

Name on Reservation	Phone	Email
William Never	123456789	@dgs.ca.gov

Frequent Traveler Account
None

Advance Details

Date of Birth *
****/****/****

If changes need to be made, click 'Change selections' under the 'Estimated Total Cost' section and complete the edits.

Estimated Total Cost [?](#) **\$179.00**

Base Fare	\$179.00
Taxes, Fees & Charges	Included

Payment

Form of Payment *
U.S. Bank ****

I have read and accepted the rules & restrictions and policies. I authorize SAP *
Concur to share my Traveler Information and preferences with the travel provider.

[Fare Rules and Restrictions](#)

[Amtrak Terms and Conditions and binding Arbitration Agreement](#)

[Book and Continue](#)

[Change selections](#)

HOW TO BOOK A TRAIN

Confirm the 'Form of Payment' is correct. Read the 'Fare Rules' and 'Restrictions and Amtrak Terms and Conditions,' which are linked above the blue 'Book and Continue' box. Accept the terms.

Estimated Total Cost ?	\$179.00
<hr/>	
Base Fare	\$179.00
Taxes, Fees & Charges	Included
<hr/>	
Payment	
Form of Payment *	
U.S. Bank ****	
<hr/>	
<input type="checkbox"/> I have read and accepted the rules & restrictions and policies. I authorize SAP * Concur to share my Traveler Information and preferences with the travel provider.	
Fare Rules and Restrictions	
Amtrak Terms and Conditions and binding Arbitration Agreement	
Book and Continue	
Change selections	

Click 'Book and Continue' to continue the booking process.

Estimated Total Cost ?	\$179.00
<hr/>	
Base Fare	\$179.00
Taxes, Fees & Charges	Included
<hr/>	
Payment	
Form of Payment *	
U.S. Bank ****	
<hr/>	
<input type="checkbox"/> I have read and accepted the rules & restrictions and policies. I authorize SAP * Concur to share my Traveler Information and preferences with the travel provider.	
Fare Rules and Restrictions	
Amtrak Terms and Conditions and binding Arbitration Agreement	
Book and Continue	
Change selections	

3.4 Finalize Page

Now on the screen is the 'Finalize' page, which shows you the overview of what you have chosen. *You have not finished booking the trip!*

The screenshot shows the 'Finalize' page with a light blue header containing a notice: 'Train fare must be ticketed by: 02/23/2025 2:59 AM EST.' The main content is divided into several sections:

- Finalize** (highlighted in green): The main heading for this page.
- Trip Overview**: A section for trip details. It includes:
 - Trip Name: (Character limit: 50 / 16/50)
 - Description: (Character limit: 250 / 0/250)
 - Traveler: William Never
- Estimated Total Cost**: Shows a total of \$179.00. Below this are buttons for 'Finalize Trip', 'Cancel Trip', and 'Hold Trip'. A note states: 'Original cost, refund, or penalty for canceled or changed bookings are not displayed.' Another note says: 'You may hold this reservation until February 20, 2025, 11:30 PM EST.'
- Would you like to book anything else?**: Includes buttons for 'Add Accommodation' and 'Add Rental Car'.
- Travel Itinerary**: Lists two segments:
 - Sacramento, California - San Diego (Downtown), California on Friday, March 7, 2025. Confirmation Number: 5A06F7.
 - San Diego (Downtown), California - Sacramento, California on Saturday, March 8, 2025. Confirmation Number: 5A06F7.
- Travel Policy**: A link to 'Require Approval'.

The first section is 'Trip Overview.' Here, you will specify what the trip is for. For 'Trip Name,' give it a name that will be easy to identify. Under 'Trip Description,' you can add more details about what the trip is for.

This is a close-up of the 'Trip Overview' section from the previous screenshot, enclosed in a green border. It shows the following details:

- Trip Overview**: March 7, 2025 - March 9, 2025
- Trip Name ***: (Character limit: 50 / 16/50)
- Description**: (Character limit: 250 / 0/250)
- Traveler**: William Never

Review the trip information to ensure accuracy. Click the arrows to see details.

Finalize

Train fare must be ticketed by: 02/23/2025 2:59 AM EST.

Trip Overview
March 7, 2025 - March 9, 2025

Trip Name *
Trip - San Diego
Character limit: 50 / 16/50

Description
Character limit: 250 / 0/250

Traveler
William Never

Sacramento, California - San Diego (Downtown), California
Friday, March 7, 2025
Confirmation Number: 5A06F7

San Diego (Downtown), California - Sacramento, California
Saturday, March 8, 2025
Confirmation Number: 5A06F7

The next section is 'Travel Policy.' Here, you will see if your agency has an approval process built into Concur.

Travel Policy

A travel rule applies to this trip.

Require Approval
All reservations require manager approval

Next, we have 'Additional Information.' You need to select the choice that is most accurate for this trip. Each agency has customized the options, so yours might look different.

Additional Information
Your company has requested a few more details about this booking.

I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy *
No option selected

Why was no hotel reserved? *
No option selected

Would you prefer a ZEV rental if one is available? - Yes/No *
No option selected

Purpose of Trip *
No option selected

On the right side of the page, you see the 'Estimated Total Cost' section as well as the 'Would you like to book anything else?' section.

The screenshot displays a booking summary card. At the top, the 'Estimated Total Cost' is highlighted with a green box and shows a price of \$179.00. Below this, the 'Train' selection is also priced at \$179.00. A note states 'Rates are quoted in USD.' and another note with an information icon says 'Original cost, refund, or penalty for canceled or changed bookings are not displayed.' Three action buttons are visible: 'Finalize Trip' (a large blue button), 'Cancel Trip', and 'Hold Trip'. At the bottom of the card, an information icon is followed by the text 'You may hold this reservation until February 20, 2025, 11:30 PM EST.' Below the main card is a secondary section titled 'Would you like to book anything else?' which is also highlighted with a green box. This section contains two buttons: 'Add Accommodation' (with a bed icon) and 'Add Rental Car' (with a car icon).

We recommend completing the 'Would you like to book anything else?' section first. If you would like to add a hotel or rental car to this trip, click on those options. See 'How to Book Lodging' and/or 'How to Book a Car Rental' for more information.

If you want to cancel, click 'Cancel Trip.'

If you want to pause the booking, click 'Hold Trip.'

Click 'Finalize Trip' to continue the booking process.

This is a close-up view of the bottom portion of the booking card. The 'Estimated Total Cost' of \$179.00 and the 'Train' selection of \$179.00 are visible at the top. The 'Rates are quoted in USD.' and the disclaimer 'Original cost, refund, or penalty for canceled or changed bookings are not displayed.' are also present. The three action buttons are 'Finalize Trip', 'Cancel Trip', and 'Hold Trip'. A green box highlights these three buttons, with 'Finalize Trip' being the largest and most prominent.

3.5 Travel Details Page

You are now on the 'Travel Details' page. You have not finished booking the trip! Review the 'Trip Overview' and 'Reservations' sections.

Travel Details

Trip Overview

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip - San Diego [\(Edit\)](#)
Start Date: March 07, 2025
End Date: March 09, 2025
Created: February 19, 2025, William Never *(Modified: February 19, 2025)*
Description: (No Description Available) [\(Edit\)](#)
I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy: Yes
Would you prefer a ZEV rental if one is available? - Yes/No: Yes, I would prefer a ZEV (electric car)
Agency Record Locator: |
Passengers: William Never
Total Estimated Cost: \$179.00 USD [\(Details\)](#)

Reference Number: SANDSF7

Reservations

Friday, March 07, 2025

Train Sacramento, California to Stockton (Amtrak Street), California

Connecting Bus 3812

Departs: 09:50 AM
 Sacramento, California
 Duration: 1 hour, 15 minutes
 Operated by: Amtrak

Arrival: 11:05 AM
 Stockton (Amtrak Sta - San Joaquin Street), California

Confirmation:
 Status:

Add to your travel by clicking 'Add a Hotel,' 'Add a Car Rental,' or 'Add to your Itinerary.'

Travel Details

Trip Overview

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip - San Diego [\(Edit\)](#)
Start Date: March 07, 2025
End Date: March 09, 2025

Car

Hotel

Train San Diego (Downtown), California to Bakersfield, California

Connecting Bus 5811

Departs: March 08, 2025 09:25 PM
 San Diego (Downtown), California
 Duration: 6 hours, 30 minutes
 Operated by: Amtrak

Arrival: March 09, 2025 03:55 AM
 Bakersfield, California

Additional Details
 Emissions: 91.3 lbs CO₂

Confirmation:
 Status: Booked in.

[Add to your Itinerary](#)

Sunday, March 09, 2025

Click 'Cancel Trip' to cancel. Click 'Next' to continue the booking process.

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Next >>

Cancel Trip

3.6 Trip Booking Information Page

You are now on the 'Trip Booking Information' page. *You have not finished booking the trip!*

Trip Summary

- Finalize Trip
 - Review Travel Details
 - Enter Trip Information**
 - Submit Trip Confirmation

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name This will appear in your upcoming trip list.	Trip Description (optional) Used to identify the trip purpose
<input type="text" value="Trip Reservation"/>	<input type="text"/>

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy [Required]

Why was no hotel reserved? [Required]

Purpose of Trip [Required]

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

The information you added on the previous 'Finalize' page will automatically be filled in. Edit any information needed.

Click 'Display Trip' to see the trip information.

Click 'Previous' to go back.

Click 'Cancel Trip' to cancel.

Click 'Next' to continue the booking process.

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip

Previous

Next

Cancel Trip

3.7 Trip Confirmation Page

You are now on the 'Trip Confirmation' page. *You have not finished booking the trip!* Review the information.

Trip Summary

✓ **Finalize Trip**

- ✓ Review Travel Details
- ✓ Enter Trip Information
- Submit Trip Confirmation

Trip Confirmation

To **COMPLETE BOOKING**, please press the "Confirm Booking" Button after reviewing this page.
 To **CANCEL**, press the Cancel button.

After you complete this booking, it will be reserved; however, it will not be ticketed until it is approved by your company.

Trip Overview

Trip Name: Trip Reservation
Start Date: March 07, 2025
End Date: March 09, 2025
Created: February 19, 2025, William Never (Modified: February 19, 2025)
Description: (No Description Available)
I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy: Yes
Would you prefer a ZEV rental if one is available? – Yes/No: Yes, I would prefer a ZEV (electric car)
Agency Record Locator:
Passengers: William Never
Total Estimated Cost: \$179.00 USD

Reference Number: 5A06F7

Agency Name: CI Azumano - California

Reservations

Friday, March 07, 2025

Train Sacramento, California to Stockton (Amtrak Sta - San Joaquin Street), California

Connecting Bus 3812

Departs: 09:50 AM
 Sacramento, California
 Duration: 1 hour, 15 minutes
 Operated by: Amtrak

Confirmation: !
 Status: Booked in /

Click 'Display Trip' to see the trip information.

Click 'Previous' to go back.

Click 'Cancel Trip' to cancel.

Click 'Confirm Booking' to finish the booking process.

Almost done... Please confirm this itinerary.

Display Trip
<< Previous
Confirm Booking>>
Cancel Trip

3.8 Finished Page

Please note that your travel is not booked until you have reached this page!

You have now booked a train ticket. Please note that your travel manager may have to approve the trip. Please see 'Passive and Hard Stop approval Information' for more information.

You can see your trip record locator on this page.

Trip Summary

✔ Finished!

Finished!

You have successfully booked your trip!

Trip Record Locator : BGLK3M

The itinerary will not be ticketed until your travel manager has approved the trip.

Your itinerary has been saved. CI Azumano - - California will service your itinerary.

Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.

Travel Contact Information

Trip Overview

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Trip Name: Trip Reservation

Start Date: March 07, 2025

End Date: March 09, 2025

Created: February 19, 2025, William Never (Modified: February 19, 2025)

Description: (No Description Available)

I agree to the **Terms of Use** and have read and will comply with **State of CA travel and expense policy**: Yes

Would you prefer a ZEV rental if one is available? – Yes/No: Yes, I would prefer a ZEV (electric car)

Agency Record Locator:

Passengers: William Never

Total Estimated Cost: \$179.00 USD

! Reference Number:

Agency Name: CI Azumano - - California

Click 'Print Itinerary' to print or save the itinerary as a PDF.

Click 'E-mail Itinerary' to email the itinerary to a specific person. Please note that you and your Primary Travel Arranger (if you have one) will always receive an itinerary via email.

Click 'Return to Travel Center' to return to Concur's home page.

Your itinerary has been saved.

[Print Itinerary](#)

[E-mail Itinerary](#)

[Return to Travel Center](#)

4. Itinerary

There are a few ways you can find the itinerary.

4.1 Confirmation Email

Once you have booked the travel, you will receive an email from Concur Travel with the trip information.

Concur Itinerary 02/20/2025: CAR/HOTEL RESERVATION 9PG0PP

 Concur Travel <TravelWizard@concursolutions.com>
To  @DGS

 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 ConcurCalendarEntry.ics
2 KB

CAUTION: This email originated from a NON-State email address. Do not click links or open attachments unless you are certain of the s

Trip Overview

 **Trip Name:** Car/Hotel Reservation
Start Date: February 20, 2025
End Date: February 21, 2025
Created: November 26, 2024, William Never (Modified: November 26, 2024)
Description: (No Description Available)
I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy: Yes
Would you prefer a ZEV rental if one is available? – Yes/No: Yes, I would prefer a ZEV (electric car)
Agency Record Locator: [REDACTED]
Reservation for: William Never
Total Estimated Cost: \$59.50 USD
Agency Name: CI Azumano - [REDACTED] - California

Reservations

Thursday, February 20, 2025

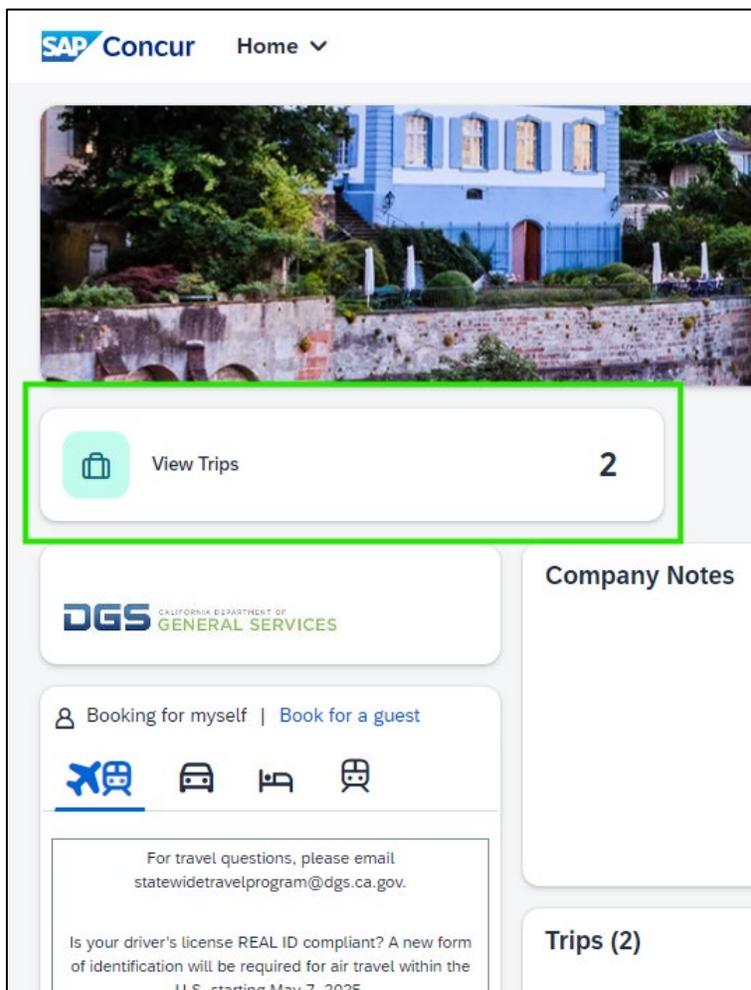
 **Enterprise Car Rental at: Sacramento US (SMF)**
Pick-up at: Sacramento US (SMF)

<p>Pick Up: 12:00 PM Thu Feb 20 Pick-up at: Sacramento US (SMF) Number of Cars: 1</p> <p>Return: 12:00 PM Fri Feb 21 Returning to: Sacramento US (SMF)</p> <p>Additional Details Rate: \$40.54 USD daily rate, unlimited Total Rate: \$59.50 USD</p> <p>Rental Details Intermediate / Car / Automatic transmission / Air conditioning</p>	<p>Confirmation: 2076768806COUNT Status: Confirmed Frequent Guest Number: XXXX Rate Code</p> <p>Corporate Discount:</p>
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4.2 Trip Library

If you need to view, cancel, or edit the trip, you can do so at any time by logging into Concur and clicking 'View Trips.'



That will open your 'Trip Library,' where you can click on the trip name to view or edit it or click the 'Cancel Trip' link to cancel it. Please see 'How to Add to An Existing Itinerary,' 'How to Change a Booking,' and/or 'How to Cancel a Booking' for more information.

Trip Library					
Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Car/Hotel Reservation (9PG0PP)	Admin Approval Required Approval deadline is 02/19/2025 11:30 pm Eastern. Trip will be automatically cancelled if not approved by then.	11/26/2024	02/20/2025	02/21/2025	Cancel Trip
Train to LA for Inspection (99DYG9) Trip from SAC to LAX to inspect trains	Withdrawn	10/16/2024	12/13/2024	12/14/2024	

5. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

5.1 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

[How to Add to An Existing Itinerary](#)

[How to Book a Car Rental](#)

[How to Cancel a Booking](#)

[How to Change a Booking](#)

[Passive and Hard Stop Approval Information](#)

[Setting up a Profile in Concur \(Video\)](#)

[Statewide Travel Program Training Resources Page](#)

5.2 CI Azumano

[CI Azumano Webpage](#)

[Concur Login Page](#)

Email: Caltravel@ciazumano.com

Travel Agents: 877-454-8785 (use only if trip is in progress)