



## **BRATS On-Demand**

**BRATS On-Demand – the ultimate shared ride service that’s convenient and affordable!** With our super-easy app, you can schedule your pickup, track your ride in real-time, and stay updated every step of the way.

Whether you’re heading to work, a medical appointment, or shopping at local stores, BRATS On-Demand has you covered.

**Unbeatable Prices:** BRATS On-Demand fares are based on mileage and fares start at just \$2.00 per ride.

**Convenient Service Hours:** Service is available Monday – Friday from 7:00 a.m. – 5:00 p.m.

**Accessible Rides:** We offer wheelchair accessible vehicles to help ensure everyone can enjoy our service. Just select this option when booking your trips.

## **See what passengers are saying about the service and operators:**

“I have had such a positive, uplifting, enjoyable experience with each and every driver I’ve had the opportunity to ride with! I just want to especially thank you so very much for choosing and employing the best-of-the-best team of drivers in Baldwin County! I am so blessed!”

“This driver goes over and beyond her duties to make sure the riders are safe, comfortable, and get to where they need to go on time. She has great customer service skills.”

**No smartphone?** No problem! If you don’t have a smartphone, just give us a call at 251-972-6817 and we’ll be happy to help you.

## **FAQ’S:**

### **How do I book a ride?**

- 1. Download the BRATS On-Demand app from the Apple or Google Play store and follow the prompts to schedule a trip.**
- 2. Or, call 251-972-6817.**

### **What is the price of BRATS On-Demand?**

Fares are based on mileage. The first 5 miles is \$2.00 and the fare increases by \$.50 for each additional 5 miles.

### **Can I prebook a ride?**

You can schedule rides up to 7 days in advance.

## **How do I pay for rides?**

When creating an account on the app or by phone, you will be prompted to add your credit or debit card information.

## **Do I have to tip the driver?**

No. Our drivers do not accept tips.

## **Why do I see a pending charge?**

When a ride is booked, a hold will be placed on the card for the amount of the ride to ensure the charge goes through at the end of the ride. However, a hold is not a charge. If the ride is cancelled, the hold will be released within 4-7 business days depending on the policies of the rider's bank/financial institution.

## **Can I change my pickup or dropoff location?**

Once you start the ride, the destination cannot be changed. If you have not yet boarded the vehicle, you can cancel the ride and re-book with a new pickup or destination address.

## **Why can't I schedule a ride?**

Sometimes, if we are experiencing high demand in your area, there may not be vehicles or drivers available to accept your ride. If your travel plans are flexible, you can try requesting the ride at a different time. Please note, call the scheduling department will not increase your ability to book a ride as our agents have the same access as passengers have on the app.

## **How do I know where and when to meet my driver?**

Once a ride is confirmed, you will see the estimated time of arrival of your driver in the app. You can follow your driver's progress in real-time so you know where they are. Just follow the dotted line to get to the exact pickup spot!

## **Can I leave feedback on my rider or driver?**

We encourage feedback! Please fill out the ride feedback screen in the app after your ride.

## **What should I do if my driver leaves without me?**

You will receive a text message before your driver arrives. Once the driver arrives and doesn't see you approaching the vehicle, he will attempt to call you at the number on your BRATS account. Due to other riders on board or scheduled to be picked up, drivers are not allowed to wait over 3 minutes for you to board. If you should miss your driver, re-book your ride directly in the app or call 251-972-6817. You will not be charged for the ride you did not take.

## **How do I cancel my ride?**

You can cancel your ride directly from the app or by calling Customer Service at 251-972-6817. Remember, canceling at the last minute can negatively impact other riders, so please cancel as soon as you know that you don't need a ride.

## **How do I report an item I left behind in the vehicle?**

We encourage passengers to make sure they collect all their belongings as they exit the vehicle. In the event that a personal item is left on the vehicle, please contact Customer Service with a

description of the missing item. We will attempt to locate the item and if found, will let you know where it can be picked up or will schedule a BRATS trips to return the item to the passenger as the regular fare cost.

### **Leave-At versus Arrive-By Trip Scheduling**

To allow for delays due to traffic, weather, or other boardings, trips are scheduled within a 30-minute window.

For appointments (or employment) with a specific start time, schedule an ARRIVE-BY trip. This will ensure that you arrive-by your appointed time.

To ensure that the bus does not arrive before you are ready to depart, schedule a LEAVE-AT trip. For example, if your appointment (or employment) is scheduled to be over at 2:00, schedule a leave-at trip for 2:00 or later. This will ensure that the bus does not arrive before your scheduled pick-up time.

### **Shared-Ride Service**

BRATS is a shared-ride service. The BRATS driver will pick-up and drop-off other passengers during your trip. Passengers likely will not be taken directly to their destination after being picked.

### **How do I Report a complaint?**

Please contact our Customer Service team at 251-972-6817 to report a concern. Be sure to provide as much information as possible and we'll do our very best to help resolve the issue.