



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 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! 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.

What does it mean when it says "No Ride Available"?

When BRATS is 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, calling the scheduling department will not increase your ability to book a ride as our agents have the same access as passengers have using 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 trip or driver?

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

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 trip to return the item to the passenger at 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 boarding the vehicle.

How do I Report a complaint?

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

BRATS PASSENGER CODE OF CONDUCT

BRATS prioritizes safety and strives to create a positive experience for all passengers. Our Passenger Code of Conduct outlines essential guidelines that help foster a safe and welcoming environment on our vehicles. By following these standards, you contribute to enjoyable and safe travel for everyone.

1. To maintain schedules, please board the vehicle as quickly as possible, take a seat, and buckle up. Due to limited space, do not take up more than one seat.
2. **DO NOT DISTRACT THE OPERATOR** – Your safety is in their hands.
3. No smoking, vaping, tobacco use, or eating on the bus. Consumption of alcohol or possession of an open container of alcohol is not permitted. Non-alcoholic drinks are permitted in sealed containers.
4. If a passenger misses the bus because he/she was not at the pickup location at the designated time, BRATS will attempt to arrange another trip but has NO obligation to do so.
5. No soliciting, advertising, selling, or distributing goods or services, except as authorized by BRATS.
6. Use or sale of controlled substances is not allowed.
7. Do not vandalize the vehicle or transit property.
8. Do not carry or possess any weapons including guns, knives, swords, box cutters or other devices.
9. Do not possess or transport any flammable liquid or other hazardous material.
10. Respect others by wearing appropriate clothing. Riders must wear shirts, pants/shorts, and shoes.
11. Urinating, defecating, vomiting, spitting or inappropriately discharging of bodily fluids is strictly prohibited.
12. Do not engage in disruptive, disturbing behavior including distracting the driver, disrespecting fellow passengers, loud conversation, profanity, inappropriate comments, or operating any electronic device at an excessive level.
13. All Passengers must use safety restraint equipment if such equipment is available on vehicle.
14. Passengers who are less than four (4) years of age or who weigh less than forty (40) pounds are required to use an appropriately sized child safety seat. Provision, installation, and removal of these child safety seats are the sole responsibility of the guardian of the child.
15. Passengers are responsible for ensuring that oxygen cylinders or other medical support equipment are not stored or secured in the aisle or restrict access.
16. Animals other than service animals must be in transport carriers. **Service animals** must be on a leash or held by the passenger at all times, unless it interferes with the service the animal is trained to perform. The Federal Transit Administration (FTA), under U.S. Department of Transportation (DOT) regulations, does not recognize comfort or emotional support animals as service animals.
17. **SURVEILLANCE** To further the health, safety and welfare of operators and passengers, BRATS has equipped all its vehicles with video and audio equipment.
18. **Passenger Packages:** Due to safety, space limitations, and time to board the vehicle, the number of shopping bags is restricted to those that can easily be handled by passenger, held on the passenger's lap, and carried aboard without delaying the vehicle.
19. **Pick up your trash.** Do not leave it behind in the seat, floor, or aisle.
20. Ensure you have all your **personal belongings** before exiting the vehicle. BRATS is not responsible for any item left on a BRATS vehicle.
21. **HYGIENE:** A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers or Transit Staff. Odors may include but are not limited to scents related to unlaundered clothing, personal hygiene, animal related odors, and excessive perfumes. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to suspension. Passengers with mobility devices must maintain such devices in a state of cleanliness.
22. Due to safety concerns during transport, passengers utilizing scooter-style mobility devices are advised to transfer from the mobility devices to a passenger seat after boarding.

People who refuse to follow the BRATS Passenger Code of Conduct may be temporarily or permanently suspended to ensure the safety of our passengers and employees.