BALDWIN REGIONAL AREA TRANSIT SYSTEM

BRATS

"CONNECTING COMMUNITIES"

PUBLIC TRANSIT

P.O. Box 907
Robertsdale, Alabama 36567

Eastern Shore: 251-990-4636
Central & South Baldwin: 251-972-6817
Bay Minette: 251-937-0355

Fax: 251-972-6841

www.baldwincountyal.gov

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P.O. Box 907
Robertsdale, Alabama 36567

PART OF ALABAMA'S PUBLIC TRANSIT SYSTEM

ALTRANS

September 2017

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BRATS MISSION STATEMENT

IT IS THE GOAL OF THE BRATS PROGRAM TO OFFER SAFE, AFFORDABLE, AND RELIABLE TRANSPORTATION TO THE CITIZENS OF BALDWIN COUNTY IN ORDER TO HELP PROMOTE A STRONG ECONOMY, PROTECT OUR ENVIRONMENT, CONSERVE ENERGY, AND ENHANCE OUR LIVES.

INTRODUCTION

BRATS has a **ZERO** tolerance policy for substance abuse, harassment, discrimination and is an equal opportunity employer.

We at the Baldwin Regional Area Transit System are very proud of our service to the Baldwin County community. Our fleet of vehicles transport individuals to daily appointments, to shop, buy groceries or just visit with friends and neighbors. Among the types of routes we offer are: Dial-A-Ride, work routes, routes to kidney dialysis, physical therapy, and cancer treatments, routes for the Council on Aging, ARC of Baldwin County, and to Baldwin County Mental Health.

Providing work transportation for our citizens is very important to us, and we have been able to establish many types of work routes in our on-going efforts to serve. Our regular routes and work routes are developed as the demand dictates. Work routes are coordinated and developed with employees and employers to provide workforce development. These routes can be sponsored by employers or paid by the employees. In addition, we are often able to provide transportation to work via our Central Transfer and/ or Express Routes. Work Routes are very popular with both employees and employers because they have proven to get people to work on time and to have great tax benefits. Any interested businesses are encouraged to contact BRATS for details.

BRATS has received numerous awards for outstanding service from our National, State, Regional, and County Governments, as well as recognition for our efforts toward environmental protection.

HISTORY AND BACKGROUND

In 1985, the Baldwin County Commission identified a growing need for public transportation. With a (then) population of 80,000 in a geographical area of 2,027 square miles, and no major urban population, the need was real and often critical. To put the kind of program needed into action, funding was established by a Federal Transit Administration grant and administered by Alabama Department of Transportation. With the purchase of three used vans from Community Action, and the hiring of two drivers, BRATS began service to the county. The growth was everything and more than was expected, serving all points of our county in various ways. BRATS has managed to stay abreast of citizens' needs as the county population grew from that original 80,000 when we started, to the present 200,000 plus. From our very beginning to the successful program we have become, our goal of excellence in service has remained uppermost in our thoughts. We do truly believe that BRATS belongs to the Baldwin County community.

Funding for Baldwin Regional Area Transit System is provided by the Baldwin County Commission and Federal Transit Administration grants which are administered by Alabama Department of Transportation.

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HOW WE WORK

BRATS makes every effort to serve the needs of all the citizens of Baldwin County. Anyone, any age and ability is eligible to enjoy our public transit system. Our transit program provides many with increased independence, supports an active lifestyle, reduces traffic congestions, helps protect the local environment and provides greater access to our community. Since our buses cross and re-cross the entire county, the chances are excellent that one of our regular routes will be just what you need. If one of the regular routes is not traveling to your destination or at the time that will accommodate you, we attempt to customize a route for you. Our transit program is continuously adding new routes as demand dictates which are open to the public.

If you have never utilized our public transit system, be sure to notify our scheduler and your driver that you are a first time rider, so they will allow for additional time to assist you in learning how to independently use our transit system. We want your experience to be a positive and enjoyable one.

Our fleet of over 50 vehicles are maintained for safety and compliance with all federal and state regulations. We take pride in maintaining our fleet in a state of good repair.

As Baldwin County's only public transit system it allows us to be involved with assisting our community during emergency evacuations due to a natural disaster, vehicle accidents, fires, etc.

CLOSINGS

HOLIDAY CLOSINGS: New Year's Day, Martin Luther King Birthday, Mardi Gras Day (Fat Tuesday), Good Friday, National Memorial Day, Independence Day, 4th Friday in July (Training Day), Labor Day, Veteran's Day, Thanksgiving Day, Christmas Holidays and other holidays as deemed by the Baldwin County Commission.

INCLEMENT WEATHER CLOSINGS will be deemed by the Baldwin County Commission and will be distributed by local news media, County website (www.baldwincountyal.gov) and via County Call Center. These closings are only established when travel is dangerous.

HOW TO SCHEDULE A RIDE

1. Call Baldwin County Call Center:

972-6817, 937-0355 or 990-4636

2. Ask for a **BRATS SCHEDULER**

3. Be prepared to tell the SCHEDULER:
   - Your name
   - Your telephone number
   - Your physical address
   - Your appointment time
   - Your destination physical address
   - All additional stops
   - If you have a bike that will need transport
   - Number of passengers accompanying you.
   - If you need special assistance, if you use a mobility device or will need lift equipment to board. (To ensure your vehicle is lift equipped.)

IF YOU MUST CANCEL YOUR TRIP, Please call one (1) hour in advance of pick up time. There is no charge for canceling a trip however no shows may result in suspended service.

First Come, First Serve.
Service is dependent on the availability of seats, vehicles and time restraints.

HOURS OF SCHEDULING

7:00 AM — 3:00 PM
MONDAY through FRIDAY

Call no more than 48 hours in advance and no less than 24 hours for your transit needs.

Office Hours: 6:30 AM — 5:00 PM
Exceptions are Holiday closings and other deemed closings by the Baldwin County Commission.

FARES

MILEAGE RATES

(DEMAND RESPONSE, EXPRESS ROUTES AND ZONE ROUTES,)

0 - 5.0 MILES	ONE WAY	$2.00
5.1 - 10 MILES	ONE WAY	$2.50
10.1 - 15 MILES	ONE WAY	$3.00
15.1 - 20 MILES	ONE WAY	$3.50
20.1 - 25 MILES	ONE WAY	$4.00
25.1 - 30 MILES	ONE WAY	$4.50
30.1 - 35 MILES	ONE WAY	$5.00
35.1 - 40 MILES	ONE WAY	$5.50
40.1 - 50 MILES	ONE WAY	$6.50
Over 50.1 MILES	ONE WAY	$7.00

CENTRAL TRANSFER - *SEE PAGE 22-24*

ROUND TRIP/ONE WAY $7.00

ONE WAY FARE OF $3.50 CHARGED IF COMBINED WITH A DIFFERENT ROUTE

MOBILE TRIPS - 1st Thursday of Month

ROUND TRIP/ONE WAY $12.00

NUTRITIONAL CENTERS - *SEE PAGE 28*

ONE WAY Free

- Exact Fare is required upon boarding vehicle.
- Extra Stops Require Pre-Planning And The Fares Are Based On The Above Mileage Rates.
- Extra Stops Are Limited to (1) One Per Day.
- Failure to Cancel (NO SHOW) (See No Show Policy Page 11).
- Same Day Service is Normal Fare Plus an Additional $2.00 Fee and Availability is Limited.
- No child under the age of 13 years old may ride a demand response route without an adult of the age of 18 years or older.
- On Demand Response routes, drivers can only wait at your residence for three (3) minutes. Please be prompt, as the driver must be able to pick up the next passenger on time.
- Because of unpredictable ridership, traffic and weather on Demand Response routes — you must allow for a 30 minute variation in pick-up time. *For example, if your scheduled pick-up time is 9:00 AM, you will be picked up anytime between 8:45 AM and 9:15 AM.* When making your appointments, please take this fact into consideration.

NO CREDITS AND NO REFUNDS

DISCOUNT PASS INFORMATION

<u>If paying by Cash or Check:</u>

Discount passes are available and are purchased from BRATS drivers or at the BRATS Main Office located at 18100 County Road 54, Robertsdale, Alabama.

The following are the types of passes available:

- $10.00 Discount pass which has a value of $11.00
- $50.00 Discount pass which has a value of $55.00

<u>If paying by Credit or Debit Card</u>:

Discount passes may be purchased online at www.baldwincountyal.gov.

The following are the types of passes available online and indicates the convenience fee for the transaction:

- $10.00 Discount Pass which has a value of $11.00
  ($10.00 Plus $1.00 Convenience Fee)
- $50.00 Discount Pass which has a value of $55.00
  ($50.00 Plus $2.50 Convenience Fee)

The online discount passes will be mailed within 10 days of purchase to the address indicated in the online process.

Discount passes are not refundable. If lost or stolen it is not the responsibility of BRATS to issue replacements.

NO SHOW POLICY

A No Show is defined as:

- Any time travel has occurred to pick up a passenger that does not ride.
- There has been no advance call by the customer or customer's representative to cancel the scheduled trip.
- Trip is not canceled one hour prior to scheduled pick up time.
- Any time a driver waits 3 minutes and passenger is not present or ready to leave.
- When a passenger cancels trip once you have arrived at the pick-up location.

Non-canceled rides will be declared a No Show. If your first pick-up for the day is a No Show the remaining trips for the day will be canceled, unless scheduling has been notified.

Passenger accumulating three (3) No Shows in a 30-day period will be suspended from all transit service for 14 days for the abuse of our transit program. If a passenger receives more than one suspension within a year, the second suspension will be thirty (30) days or longer. It will be determined on a case by case basis and may be a permanent suspension. Once a passenger receives two (2) No Shows, the passenger will be given verbal warning. Prior to any suspension a written notification will be mailed to the passenger. Individuals may appeal a suspension. All appeals must be in writing prior to the suspension date and directed to the Director of Transportation at P.O. Box 907 Robertsdale, Alabama 36567.

SERVICE ANIMALS

Animals such as guide dog(s), signal dog or other animals individually trained to work or perform tasks for an individual with a disability, are welcome to board the vehicle with the disabled person at no charge. The animal trained to work or perform tasks for an individual is to be under the control of the individual not BRATS. If an animal has created a prior incident posing a direct threat to the health and safety of others, the service animal will be excluded from service with BRATS. Please respect that these are working animals and are not to be touched or distracted while performing their duties.

- Assistance: Our drivers can perform only reasonable assistance in boarding and de-boarding. Reasonable assistance is defined as opening of a door, offering of an arm, or helping with minimal number of packages (See Parcel Policy below). Drivers are trained to provide minimal assistance only and are not trained to provide medical assistance. BRATS offers origin to destination service meaning our driver will provide reasonable assistance within a 25 foot radius of the bus. Our drivers must maintain sight of the vehicle to ensure the safety of any passengers on board as well as security of the vehicle itself. We do not enter homes and there is a limit of three (3) steps, so passengers please have a friend or family member accompany you as a Personal Care Assistant (PCA) if you need further assistance. No additional charge will be made for the Personal Care Assistant (PCA) to accompany the passenger. This PCA must be a minimum of 18 years old and must have the ability to assist the passenger with all of their needs. A passenger is limited to one Personal Care Assistant. All nursing homes or assisted-living passengers must be accompanied by a PCA. This PCA is deemed necessary since either a family member or a medical physician has deemed the residents at these facilities as needing additional assistance.

- Parcels: Parcels (Groceries) are allowed if the passenger can reasonably carry and control the parcel. The passenger must be able to get the parcel(s) on and off the vehicle in one trip, stabilize it, and control it through the transit trip. For non-ambulatory passengers or other passengers with disabilities, the parcel should be such that the driver or an accompanying person can carry the parcel(s) on and off the vehicle in one trip, stabilize it, and with the assistance of a cardboard box or likeness, have the parcel(s) under control for the trip. Any parcel that either directly or indirectly threatens the safe transportation of passengers will not be allowed. Only the driver or the PCA may assist with passenger parcels.

- On Demand Response routes, drivers can only wait at your residence for three (3) minutes. Please be prompt, as the driver must be able to pick up the next passenger on time.

- Because of unpredictable traffic and weather — you must allow for a 30 minute variation in pick-up time. *For example, if your scheduled pick-up time is 9:00 AM, you will be picked up anytime between 8:45 AM and 9:15 AM.* When making your appointments, please take this fact into consideration.

BRATS SAFETY RULES ON VEHICLES

Safety of our passengers is our number one concern and these rules must be followed by everyone:

1. Do not lean or extend the body or articles from the vehicle.
2. No smoking, vaporing, tobacco use, eating or drinking on the bus.
3. No consumption of any alcoholic beverage or possess an open container of any alcoholic beverage.
4. No soliciting, advertising, selling or distributing goods or services, exception as authorized by BRATS.
5. Do not possess, use or sell any controlled substance.
6. Do not carry or possess any dangerous weapons including but not limited to guns, knives, swords, box cutters or other devices that are capable of being used as a form of weapon.
7. Do not possess or transport any flammable liquid, or other hazardous material. This includes, but is not limited to, gasoline, kerosene, propane, industrial chemicals, any other flammable chemical, and any toxic substance.
8. Proper clothing consisting of a top, bottom and shoes must be worn at all times. The top or shirt must conceal the front side of the torso; the bottom or pants must conceal from the waist down to approximately 18 inches and if the shoes are of lace style, these laces must be tied.
9. All riders shall maintain appropriate and reasonable personal hygiene that is not seriously disruptive to fellow passengers. Urinating, defecating, vomiting, spitting or inappropriately discharging of bodily fluids on transit property will not be tolerated and is considered a health concern for our transit system.
10. When de-boarding the bus, please wait until the bus has pulled away before crossing the street.
11. Do not engage in disruptive, disturbing behavior including: distracting the driver, disrespecting fellow passengers', loud conversation, profanity or operating any electronic device with sound without earphones. Verbal or physical abuse of fellow passengers, employees, or damage to equipment will not be tolerated.
12. All Passengers must use safety restraint equipment at all times if such equipment is available on vehicle.
13. Passengers who are either 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, and any such seat is required to be properly secured with available restraint equipment at all times. These child safety seats are the sole responsibility of the guardian of the child.
14. It is the passenger's responsibility which is using the oxygen cylinder to make sure each oxygen cylinder is secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. "Secured" means that the cylinder is not free to move when the vehicle is in motion.
15. It is the passenger's responsibility which is using the oxygen cylinder to make sure oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
16. Since the release of oxygen from a cylinder could accelerate a fire, it is the passenger's responsibility which is using the oxygen cylinder to make sure each cylinder should be secured away from sources of heat or potential sparks. Securing personal oxygen tanks are the passenger's responsibility.
17. Aisles of the bus must be clear at all times.
18. Do not vandalize the vehicle or transit property.
19. Violation of any federal, state, county or local criminal laws.

People who refuse to follow the necessary rules can be temporarily or permanently suspended if deemed necessary by the transit agency to ensure the safety of our passengers and employees.

DISABILITY ACCESSIBILITY

We are proud of the fact that we are able to furnish reliable, reasonably priced transportation for our county citizens with mobility disabilities. The lifts and wheelchair securement systems designed for our vehicles are easy to operate and make transporting passengers which are unable to enter our vehicles via the steps a very simple matter. When scheduling a ride, give 24 hours notice, inform us of your needs, and we will send the proper vehicle to accommodate those needs.

All vehicles are equipped with safety features including hand rails, well-lighted 8-10 inch striped steps and lifts that are 30” to 33” wide. Consistent with Department of Transportation regulations, BRATS will transport a mobility device/wheelchair with three or more wheels and its occupant so long as the lift can safely accommodate the size and weight of the mobility device and its occupant and there is space for the mobility device on the vehicle to be safely secured. The definition of a wheelchair is a manually-operated or powered-driven device designed primarily for the use by an individual with mobility disability for the main purpose of indoor or/and outdoor locomotion. Examples are manual and power wheelchairs and electric scooter used by people with mobility disabilities. If the device is powered; our drivers are not permitted to operate them at anytime.

Passengers utilizing a wheelchair may transfer to a regular seat in the vehicle, if the passenger wishes to do so and is able to complete the transfer with no assistance from the driver. Drivers are not permitted to lift or pull any individual to enable them to transfer into or out of a regular seat or wheelchair.

BRATS requires that all mobility devices be secured when being transported utilizing the 4-point securement system within our vehicles. Our drivers have been trained and are required to use a 4 and 6-point tie-down system for the safest securement for our passengers. Only BRATS trained staff is to operate the lift systems on our vehicles.

ACCESSIBILITY - *CONTINUED*

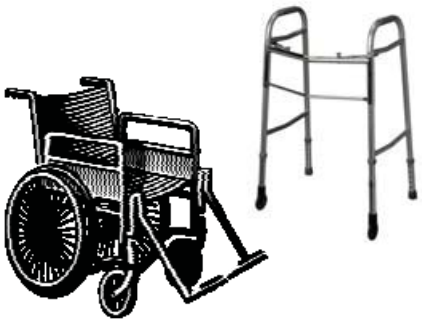
For origin to destination service, your home ramp must meet safety specifications, or you will be required to meet the driver at the vehicle. The safety specifications for home ramps states that they must be at least 36" wide, and that the maximum slope is 1:12 *(it must have only a 1" rise for every 12" of incline).* Further, the ramp must be constructed of decking boards installed crosswise for traction, and must have guard rails on each side. Ramps and wheelchair paths must be properly paved and/or kept clear of snow, ice, parked cars, trash, gravel, tree roots and other obstructions.

If your mobility devices and/or ramps don't meet the standard safety requirements, due to safety concerns we will request that these items be brought up to standards to eliminate safety hazards before our driver will be able to assist you further.

Any passenger whether in a wheelchair or not who is unable to enter or exit the vehicle by the use of the stairs may also utilize the lift for boarding and de-boarding the vehicle.

Remember the driver can only perform reasonable assistance when boarding and de-boarding. Reasonable assistance is defined as opening of a door, offering of an arm, or helping with minimal number of packages (See Parcel Policy). Drivers are trained to provide minimal assistance only and are not trained to provide medical assistance. BRATS offers origin to destination service meaning our driver will provide reasonable assistance within a 25 foot radius of the bus. Our drivers must maintain sight of the vehicle to ensure the safety of any passengers on board as well as security of the vehicle itself. We do not enter homes and there is a limit of three (3) steps, so passengers please have a friend or family member accompany you as a Personal Care Assistant (PCA) if you need further assistance. There is no charge for one Personal Care Assistant to ride.

Welcoming Passengers with Disabilities.



BIKE TRANSPORT

BRATS is proud of the addition of bike carriers attached to the front bumpers of several of the BRATS buses which allows riders to easily store bicycles on the bus for cycling activities once they reach their destination. Make sure to notify the scheduler that you will need transport by a vehicle with a bike rack to ensure transport of the bike. Each carrier can hold up to two adult-size two wheel bikes. The bike racks only contact is to the bikes' tires, reducing any potential damage to a loaded bike. It is the passenger's responsibility to load and unload their bike.
These are the proper steps:

Loading:

1. It is very important to get the driver's attention before you load or unload your bike.
2. As the bus approaches, have your bike ready to load. Remove water bottles, pumps or any loose items that may fall off.
3. Always load from the curb side of the street.
4. Squeeze the handle and pull down to release the folded bike rack.
5. Lift your bike onto the rack, fitting wheels into the slots. Each slot is labeled for front and rear wheels. Please load your bike in the outside slot first, if vacant.
6. Raise and release the support arm over the top of the front tire. Make sure the support arm is resting on the tire and not the fender or frame.

Unloading:

1. Raise the support arm off the tire. Move the support arm down, out of your way.
2. Lift your bike out of the rack.
3. Return the rack to the upright position if there isn't another bike on the rack.
4. If you forget to retrieve your bike or the driver pulls away before you've unloaded it, please call BRATS at (251) 972-6817.
5. BRATS is not responsible for theft and damage due to improper loading, unloading or securing.
6. Bikes should not be locked to bike rack.

TRAVEL ON THE EASTERN SHORE

Designated routing has been established on the Eastern Shore in order to accommodate the large volume of travel requests in Fairhope, Daphne, and Spanish Fort. The decision to establish the Eastern Shore Express route was customer focused. The population of this area has increased at a rapid pace and the need for transit was vastly visible to assist with traffic congestion as well as the area rising in popularity as a fabulous retirement venue for the aging citizens of the region.

This Demand Response Route allows travel along the Eastern Shore through out the day Monday through Friday with multiple times of pick up and drop offs in the cities This route provides origin to destination transport. Reservations are required 24 to 48 hours in advance of travel.

Connecting Communities!

EASTERN SHORE EXPRESS
(CHARGED BY MILEAGE)

Operates Monday thru Friday		
SOUTH BOUND GOING TOWARD FAIRHOPE/POINT CLEAR	ESTIMATED PICK-UP TIME PICK-UP BEGINS	NORTH BOUND GOING TOWARD SPANISH FORT
SPANISH FORT	8:00 AM	BARNWELL
DAPHNE	8:15 AM	POINT CLEAR
MONTROSE	8:45 AM	FAIRHOPE
FAIRHOPE	9:00 AM	MONTROSE
POINT CLEAR	9:15 AM	DAPHNE
BARNWELL	9:30 AM	SPANISH FORT
	11:00 AM	BARNWELL
	11:15 AM	POINT CLEAR
	11:30 AM	FAIRHOPE
	11:45 AM	MONTROSE
SPANISH FORT	12:00 PM	DAPHNE
DAPHNE	12:15 PM	
MONTROSE	12:45 PM	
	12:30 PM	SPANISH FORT
FAIRHOPE	1:00 PM	
POINT CLEAR	1:15 PM	
BARNWELL	1:30 PM	
SPANISH FORT	4:00 PM	FAIRHOPE
DAPHNE	4:15 PM	
	4:30 PM	MONTROSE
MONTROSE	4:45 PM	DAPHNE
FAIRHOPE	5:00 PM	
POINT CLEAR	5:15 PM	SPANISH FORT
BARNWELL	5:30 PM	BROMLEY

EXPRESS ROUTES

Express Routes are a Demand Response/Dial A Ride program which allows travel outside the city. Express Routes can connect with our Central Transfer routes and fares are charged by mileage.

CENTRAL BALDWIN EXPRESS
(CHARGED BY MILEAGE)

ELSANOR, SEMINOLE, SUMMERDALE *(EAST)* & ROSINTON
Monday & Tuesday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
8:00 AM	11:00 AM
11:30 AM	1:00 PM

LOXLEY TO ROBERTSDALE
Monday - Friday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
9:45 AM	11:30 AM
10:45 AM	1:00 PM

ROBERTSDALE TO LOXLEY
Monday - Friday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
9:45 AM	11:30 AM
10:45 AM	1:00 PM

NORTH BALDWIN EXPRESS ROUTES
(CHARGED BY MILEAGE)

BROMLEY & CROSSROADS
Tuesday &Thursday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
7:15 AM	11:00 AM
11:15 AM	1:30 PM

LATHAM & STOCKTON
Monday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
7:15 AM	11:00 AM
	1:30 PM

PERDIDO AREA & RABUN
Tuesday & Thursday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
7:15 AM	11:00 AM
	1:30 PM

PINE GROVE AREA
Monday, Wednesday & Friday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
8:00 AM	10:00 AM
10:15 AM	12:00 PM

WHITEHOUSE FORK AREA
Tuesday & Thursday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
7:30 AM	11:00 AM
11:30 AM	1:30 PM

SOUTH BALDWIN EXPRESS ROUTES
(CHARGED BY MILEAGE)

BON SECOUR
Wednesday & Friday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home*
7:30 AM	11:15 AM
11:45 AM	1:15 PM - 1:30 PM

ELBERTA
Monday, Tuesday & Thursday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home*
7:45 AM	
10:00 AM	11:15 AM
12:15 PM	1:15 PM - 1:30 PM

GULF SHORES
Monday, Wednesday & Friday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home*
9:00 AM	10:30 AM
11:30 AM	4:00 PM

LILLIAN
Monday, Tuesday & Thursday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home*
7:30 AM	
9:45 AM	11:15 AM
12:00 PM	1:15 PM - 1:30 PM

MAGNOLIA SPRINGS, MARLOW & SUMMERDALE *(WEST)*
Wednesday & Friday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home*
7:45 AM	
9:00 AM	11:15 AM
11:45 AM	1:15 PM - 1:30 PM

ORANGE BEACH
Tuesday & Thursday

DEPARTURE TIME *Estimated Time you Leave Origin*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home*
9:00 AM	10:30 AM
11:30 AM	4:00 PM

CENTRAL TRANSFER

Our CENTRAL TRANSFER serves a great many needs for traveling end-to-end or across the county. The roughly rectangular shape of our county, and the central location of the BRATS office, allows us to bring passengers from the "four corners", into Robertsdale, to transfer to another bus going in another direction. Origin to destination pick-ups for this Central Transfer begins at 8:00 AM *(pick-up time is dependent upon the number of people scheduled from that area),* arriving at the BRATS office at approximately 9:00 AM. Destinations in other parts of the county are then reached by 9:30-10:00 AM. Return trip pick up time is 12:00-12:30 PM. The CENTRAL TRANSFER route has proven to be very popular, and is a great service to our citizens.

BRATS CENTRAL TRANSFER

$7.00 FOR ROUND OR ONE WAY TRIP

24 - 48 HOUR ADVANCE RESERVATIONS ARE REQUIRED!!!
ADDITIONAL TIME MAY BE REQUIRED FOR HOME PICK-UPS.

Service Available Monday through Friday.

DEPARTURE TIME *Estimated Time you Leave Origin*	**CITY/TOWN/ AREA** *Service Areas*	**SCHEDULED STOP LOCATIONS**	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
Central Transfer 1				
8:00 AM	BAY MINETTE	Mc DONALD'S	9:45 AM	12:00 PM
8:30 AM	STAPLETON	TOM THUMB	9:30 AM	12:30 PM
8:45 AM	LOXLEY	CHEVRON STATION	9:15 AM	12:45 PM
9:05 AM	ROBERTSDALE	BRATS OFFICE	9:00 AM	1:05 PM
Central Transfer 2				
8:30 AM	FOLEY	PALM PLAZA (Subway)	9:30 AM	12:15 PM
8:45 AM	SUMMERDALE	Hwy 59 & 32 (Southwest Corner)	9:15 AM	12:45 PM
Central Transfer 3				
7:45 AM	SPANISH FORT	TOWN CENTRE	10:15 AM	12:00 PM
8:00 AM	DAPHNE	STAPLES	9:45 AM	12:15 PM
8:15 AM	FAIRHOPE	BRATS HUB	9:30 AM	12:30 PM
8:45 AM	SILVERHILL	TOWN HALL	9:15 AM	12:45 PM

CENTRAL TRANSFER- *CONTINUED*

ROBERTSDALE
MONDAY THROUGH FRIDAY

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/TOWN/AREA *Service Area*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
8:15 AM	ROBERTSDALE	9:00 AM - 9:30 AM	1:00 PM

LITTLE RIVER & TENSAW
MONDAY

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/TOWN/AREA *Service Area*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
7:00 AM	LITTLE RIVER	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
7:15 AM	TENSAW	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM

ELSANOR, ROSINTON, SEMINOLE & SUMMERDALE *(EAST)*
MONDAY & TUESDAY

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/TOWN/AREA *Service Area*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
8:00 AM	ELSANOR	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
8:00 AM	ROSINTON	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
8:00 AM	SEMINOLE	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM

ELBERTA & LILLIAN
MONDAY, TUESDAY & THURSDAY

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/TOWN/AREA *Service Area*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
7:45 AM	ELBERTA	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
7:30 AM	LILLIAN	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM

GULF SHORES
MONDAY, WEDNESDAY & FRIDAY

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/TOWN/AREA *Service Area*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
7:30 AM	GULF SHORES	10:00 AM -10:30 AM	11:45 AM - 12:00 PM

CENTRAL TRANSFER- *CONTINUED*

BROMLEY, CROSSROADS, ORANGE BEACH & WHITEHOUSE FORK

TUESDAY & THURSDAY

DEPARTURE TIME *Estimated Time you Leave Origin*	**CITY/TOWN/AREA** *Service Area*	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home.*
7:15 AM	BROMLEY	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
7:15 AM	CROSSROADS	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
7:30 AM	ORANGE BEACH	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
7:30 AM	WHITEHOUSE FORK	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM

BON SECOUR, MAGNOLIA SPRINGS, & SUMMERDALE *(WEST)*

WEDNESDAY & FRIDAY

DEPARTURE TIME *Estimated Time you Leave Origin*	**CITY/TOWN/AREA** *Service Area*	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home.*
7:30 AM	BON SECOUR	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
7:45 AM	MAGNOLIA SPRINGS	9:45 AM - 10:15 AM	12:00 PM - 1:00 PM
8:00 AM	SUMMERDALE - (WEST)	9:15 AM - 9:45 AM	12:00 PM - 1:00 PM

CITY ZONE ROUTES

City Zone Routes are a Demand Response/Dial a Ride Program which has been established to accommodate the travel request for travel within the cities of Bay Minette, Daphne, Fairhope, Foley, Loxley, Robertsdale and Spanish Fort and are charged by the mileage. The decision to establish these routes was customer focused and are highly effective for trips to the retail and grocery stores for shopping, various appointments including doctor and dialysis, bank, and/or pharmacy trips. Each passenger has the option to make multiple stops daily. Each of these city zone routes operate Monday through Friday plus you have a choice of pick up and return pick up times. For example you can be picked up in Bay Minette; North of the Railroad Street at 7:30 AM and your return pick up time can be 9:15 AM, 11:15 AM or 1:15 PM, your choice.

CITY ZONES
(CHARGED BY MILEAGE)

Operates Monday through Friday.

BAY MINETTE ZONE NORTH (North of Railroad Street)

DEPARTURE TIME *Estimated Time you Leave Origin*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimate Time you will be picked up to go home.*
7:30 AM - 8:00 AM	8:15 AM	9:15 AM
9:30 AM - 10:00 AM	10:15 AM	11:15 AM
11:30 AM - 12:00 PM	12:15 PM	1:15 PM

BAY MINETTE ZONE SOUTH (South of Railroad Street)

DEPARTURE TIME *Estimated Time you Leave Origin*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimate Time you will be picked up to go home.*
8:30 - 9:00 AM	9:15 AM	10:15 AM
10:30 - 11:00 AM	11:15 AM	12:15 PM
12:30 - 1:00 PM	1:15 PM	2:00 PM

DAPHNE ZONE NORTH (North of Park Drive)

DEPARTURE TIME *Estimated Time you Leave Origin*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimate Time you will be picked up to go home.*
9:30 - 10:00 AM	10:15 AM	11:15 AM
11:30 AM - 12:00 PM	12:15 PM	1:15 PM
1:30 - 2:00 PM	2:00 PM	4:00 PM

DAPHNE ZONE SOUTH (South of Park Drive)

DEPARTURE TIME *Estimated Time you Leave Origin*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimate Time you will be picked up to go home.*
8:30 - 9:00 AM	9:15 AM	10:15 AM
10:30 - 11:00 AM	11:15 AM	12:15 PM
12:30 - 1:00 PM	1:15 PM	2:00 PM

FAIRHOPE ZONE NORTH (North of Fairhope Ave.)

DEPARTURE TIME *Estimated Time you Leave Origin*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimate Time you will be picked up to go home.*
8:30 - 9:00 AM	9:15 AM	10:15 AM
10:30 - 11:00 AM	11:15 AM	12:15 PM
12:30 - 1:00 PM	1:15 PM	2:00 PM

FAIRHOPE ZONE SOUTH (South of Fairhope Ave.)

DEPARTURE TIME *Estimated Time you Leave Origin*	ARRIVAL DESTINATION *Estimated Time of Arrival at Destination*	RETURN PICK-UP TIME *Estimate Time you will be picked up to go home.*
9:30 - 10:00 AM	10:15 AM	11:15 AM
11:30 AM - 12:00 PM	12:15 PM	1:15 PM
1:30 - 2:00 PM	2:00 PM	4:00 PM

CITY ZONES - *CONTINUED*

Operates Monday through Friday.

FOLEY ZONE NORTH (North of Hwy 98)

DEPARTURE TIME *Estimated Time you Leave Origin*	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
9:30 - 10:00 AM	10:15 AM	11:15 AM
11:30 AM - 12:00 PM	12:15 PM	1:15 PM
1:30 - 2:00 PM	2:00 PM	4:00 PM

FOLEY ZONE SOUTH (South of Hwy 98)

DEPARTURE TIME *Estimated Time you Leave Origin*	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
8:30 - 9:00 AM	9:15 AM	10:15 AM
9:30 - 10:00 AM	10:15 AM	11:15 AM
10:30 - 11:00 AM	11:15 AM	12:15 PM
12:30 - 1:00 PM	1:15 PM	2:00 PM

LOXLEY ZONE

DEPARTURE TIME *Estimated Time you Leave Origin*	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
9:45 AM - 10:15 AM	10:30 AM	12:00 PM or 1:30 PM

ROBERTSDALE / SILVERHILL ZONE

DEPARTURE TIME *Estimated Time you Leave Origin*	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
9:45 AM - 10:15 AM	10:30 AM	12:00 PM or 1:30 PM

SPANISH FORT ZONE

DEPARTURE TIME *Estimated Time you Leave Origin*	**ARRIVAL DESTINATION** *Estimated Time of Arrival at Destination*	**RETURN PICK-UP TIME** *Estimate Time you will be picked up to go home.*
10:00—10:30 AM	10:45 AM	11:30 AM
11:30 AM	11:45 AM	1:00 PM

NUTRITION ROUTES

Nutritional Routes are created in coordination with the Baldwin County Council on Aging Program to assist transporting Senior Citizens to locations for nutritional meals and fellowship. One Way Fare is Free per person.

BAY MINETTE SENIOR CENTER NUTRITION 300 N. HOYLE AVE, BAY MINETTE		
Monday Thru Friday		
DEPARTURE TIME *Estimated Time you Leave Origin*	TIME AT CENTER	**RETURN DROP OFF TIME** *Estimate Time you will be dropped off at home.*
9:00 AM	10:00 AM - 12:00 PM	1:30 PM

DAPHNE NUTRITION 2605 US HWY 98, DAPHNE		
Monday Thru Friday		
DEPARTURE TIME *Estimated Time you Leave Origin*	TIME AT CENTER	**RETURN DROP OFF TIME** *Estimate Time you will be dropped off at home.*
8:45 AM	10:15 AM - 12:15 PM	1:30 PM

LOXLEY NUTRITION 14090 CO RD 66, LOXLEY		
Monday and Thursday		
DEPARTURE TIME *Estimated Time you Leave Origin*	TIME AT CENTER	**RETURN DROP OFF TIME** *Estimate Time you will be dropped off at home.*
9:45 AM	10:00 AM - 12:00 PM	1:00 PM

NORTH BALDWIN NUTRITION 55810 CANAAN RD, STOCKTON		
Monday Thru Friday		
DEPARTURE TIME *Estimated Time you Leave Origin*	TIME AT CENTER	**RETURN DROP OFF TIME** *Estimate Time you will be dropped off at home.*
8:00 AM	10:00 AM - 12:00 PM	1:30 PM

SUMMERDALE NUTRITION 300 W. JACKSON ST, SUMMERDALE		
Tuesday and Friday		
DEPARTURE TIME *Estimated Time you Leave Origin*	TIME AT CENTER	**RETURN DROP OFF TIME** *Estimate Time you will be dropped off at home.*
9:30 AM	10:00 AM - 12:00 PM	1:00 PM

DESIGNATED WORK ROUTES

Through careful planning, BRATS is able to transport hundreds of passengers to work each day. Transportation could be available from your home to your job site on routes which are already established. We also coordinate with employers to establish routes which will accommodate their employees. Please call our scheduler to discuss the possibilities of route deviations for all work routes. Arrive at all scheduled commuter stops a minimum of 15 minutes prior to listed times to ensure transport.

Below are some of the overall benefits of utilizing public transportation for your commute to and from work:

- Arrive relaxed and ready to work, stress free
- Viable option for employees who don't drive
- Eliminates the frustration of finding parking
- Save financially on fuel, parking cost, and depreciation on personal vehicle
- You can receive tax benefits -- Visit the following link for details. http://www.nctr.usf.edu/programs/clearinghouse/commutebenefits/

Seasonal Routes

BRATS operates numerous seasonal routes as demand dictates for the improved quality of life for our citizens and visitors of our county. An inclusive listing of these routes are as follows: Shrimp Festival in Gulf Shores, Strawberry Festival in Loxley, Fairhope Arts and Crafts, Festival, Orange Beach Festival of Arts and other Festivals or events which are open to the public and affect traffic conditions and create safety hazards to the public.

NORTHLINC 1

(Foley to/from Bay Minette)

AM DEPARTURE TIME *Estimated time you leave location*	DESIGNATED STOP LOCATION	CITY	PM DEPARTURE TIME *Estimated time you leave location*
6:25 AM	Piggly Wiggly	Foley	5:40 PM*
6:30 AM	Foley Courthouse *East Side*	Foley	5:35 PM*
6:45 AM	Regions Bank - Central Annex II *North Side*	Robertsdale	5:20 PM*
7:00 AM	Loxley Municipal Park *Civic Center Parking Lot*	Loxley	5:05 PM*
7:20 AM	Coastal Alabama Community College	Bay Minette	4:45 PM
7:25 AM	Standard Furniture *Highway 59*	Bay Minette	4:40 PM
7:40 AM	Bay Minette Courthouse Square *Baldwin County Administration Building*	Bay Minette	4:35 PM

NORTHLINC 2

(Fairhope to/from Bay Minette)

AM DEPARTURE TIME *Estimated time you leave location*	DESIGNATED STOP LOCATION	CITY	PM DEPARTURE TIME *Estimated time you leave location*
6:40 AM	BRATS Fairhope Hub	Fairhope	5:45 PM*
6:55 AM	Daphne Library *North Side*	Daphne	5:30 PM*
7:05 AM	Town Center *(Across from Bass Pro)*	Spanish Fort	5:20 PM*
7:40 AM	Coastal Alabama Community College	Bay Minette	4:45 PM
7:45 AM	Standard Furniture *Highway 59*	Bay Minette	4:40 PM
7:50 AM	Bay Minette Courthouse Square *In Front of Probate Office*	Bay Minette	4:35 PM
7:55 AM	Baldwin County Board of Education *Hand Avenue*	Bay Minette	4:30 PM

ONE WAY FARE TO/ FROM

Daphne: $2.50 Fairhope: $3.00 Foley: $3.00
Loxley: $2.00 Robertsdale: $2.50 Spanish Fort: $2.00

** Pick-up with a 24 Hour Reservation*

BALDWIN REGIONAL AREA TRANSIT SYSTEM
BRATS
"CONNECTING COMMUNITIES"

(251) 990-4636

Monday - Friday

Baylinc
Baldwin-Mobile Route

envision STRATEGY IN ACTION

Working together to connect communities.

Monday - Friday

The WAVE

(251) 344-6600

Route 1	Fairhope / BRATS Transit Hub Baldwin County	Daphne Library (North side) Baldwin County	Town Center Across From Bass Pro Baldwin County	Bienville Square Mobile, Alabama Connection to WAVE Transit
	Departure Times			
	6:00 AM	6:15 AM	6:25 AM	6:45 AM **
	3:00 PM*	3:15 PM*	3:25 PM*	4:10 PM
	4:50 PM *	4:35 PM *	4:25 PM *	4:10 PM
Route 2	Fairhope / BRATS Transit Hub Baldwin County	Daphne Library (North side) Baldwin County	Town Center Across From Bass Pro Baldwin County	Bienville Square Mobile, Alabama Connection to WAVE Transit
	Departure Times			
	7:00 AM	7:15 AM	7:25 AM	7:45 AM **
	N/A	4:15 PM*	4:25 PM*	5:10 PM
	5:50 PM *	5:35 PM *	5:25 PM *	5:10 PM
Route 3	Fairhope / BRATS Transit Hub Baldwin County	Daphne Library (North side) Baldwin County	Town Center Across From Bass Pro Baldwin County	Bienville Square Mobile, Alabama Connection to WAVE Transit
	Departure Times			
	7:30 AM	7:45 AM	7:55 AM	8:15 AM **
	2:00 PM*	2:15 PM*	2:25 PM*	3:10 PM
	3:50 PM *	3:35 PM *	3:25 PM *	3:10 PM

**With a 24 Hour Reservation, Travel to the Eastern Shore from Bienville Square.

*Pick up with a 24 Hour Reservation

Deviation is available upon request

One Way Fare into/from Mobile

Fairhope $3.00 Daphne $2.50 Spanish Fort $2.00

THE FARE FOR ONE WAY INCREMENTAL STOPS IN BALDWIN COUNTY IS BASED ON MILEAGE.

BEACHLINC
(BAY MINETTE TO/FROM GULF SHORES)

Beachlinc riders must schedule trips 24 to 48 hours in advance. Arrive at all scheduled stops a minimum of 15 minutes prior to listed estimated times to ensure transport. Route deviation is available upon request. Fare is based on Mileage.

Operates Monday through Friday;
Saturday & Sunday operation is Seasonal.

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/ TOWN/AREA *Service Area*	SCHEDULE STOPS	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
6:25 AM	Bay Minette	Sheriff's Dept.	6:35 PM
6:30 AM	Bay Minette	Parking Lot Next to McDonalds	6:30 PM
	Bay Minette	Restore, Hwy 59	6:25 PM
6:35 AM	Bay Minette	M&V Express Station Hwy 59	
6:40 AM	Bay Minette	Coastal Alabama Community College	6:20 PM
	Stapleton	Shell Station, Hwy 59	6:15 PM
6:45 AM	Stapleton	Tom Thumb Hwy 59 & 31	
	Loxley	Raceway/Loves Station	6:10 PM
6:50 AM	Loxley	Exxon, Flag Ship	
6:55 AM	Loxley	Burris Farm Market	
	Loxley	Shell Station Hwy 59 & 64	6:05 PM
7:00 AM	Loxley	BP Station Hwy 59 & 55	
	Loxley	Farmers Market	6:00 PM
7:05 AM	Robertsdale	Motorsport Freaks	
	Robertsdale	Hagen Fence Company	5:55 PM
7:10 AM	Robertsdale	Winn Dixie	5:50 PM
7:15 AM	Robertsdale	Texaco	
	Robertsdale	Willy T's	5:45 PM

BEACHLINC - *CONTINUED*

(BAY MINETTE TO/FROM GULF SHORES)

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/ TOWN/AREA *Service Area*	SCHEDULE STOPS	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
7:20 AM	Robertsdale	Wal-Mart	5:40 PM
	Summerdale	EMC	5:35 PM
7:25 AM	Summerdale	Habitat For Humanity, Hwy. 59	
7:27 AM	Summerdale	Dollar General Store	
	Summerdale	Rama Imports	5:32 PM
7:30 AM	Summerdale	Citgo Station Hwy. 59 & 32	5:30 PM
7:35 AM	Foley	Subway, Palm Plaza	
	Foley	Fred's, Near Fern St.	5:25 PM
7:40 AM	Foley	Piggly Wiggly	
	Foley	Winn Dixie	5:20 PM
7:45 AM	Foley	Wal-Mart	5:15 PM
7:50 AM	Foley	Tanger Mall, Nike	5:10 PM
7:55 AM	Foley	Office Depot	
	Foley	Tom Thumb Hwy 59 In Front of Lowes	5:05 PM
8:00 AM	Foley	Old Time Pottery	5:00 PM
8:05 AM	Gulf Shores	Pelican Place, Westside of Bed Bath & Beyond	4:55 PM
8:10 AM	Gulf Shores	Coastal Alabama Community College	4:50 PM
	Gulf Shores	The Track	4:45 PM
	Gulf Shores	Winn Dixie	4:40 PM
8:15 AM	Gulf Shores	Rouses	4:15 PM
8:20 AM	Gulf Shores	Plantation Resort	4:30 PM
	Gulf Shores	Gulf Shores Rental	4:10 PM
8:30 AM	Gulf Shores	Hardees	
	Gulf Shores	Waterville	4:05 PM
8:35 AM	Gulf Shores	Beach Blvd.	4:00 PM
10:00 AM	Gulf Shores	Desoto's Restaurant	4:00 PM

BEACHLINC - *CONTINUED*

(BAY MINETTE TO/FROM GULF SHORES)

DEPARTURE TIME *Estimated Time you Leave Origin*	CITY/ TOWN/AREA *Service Area*	SCHEDULE STOPS	RETURN PICK-UP TIME *Estimated Time you will be picked up to go home.*
10:05 AM	Gulf Shores	Winn Dixie	
10:10 AM	Gulf Shores	The Track	
	Gulf Shores	Coastal Alabama Community College	3:50 PM
10:15 AM	Gulf Shores	Pelican Place Bed Bath & Beyond	3:45 PM
10:20 AM	Foley	Old Time Pottery	3:40 PM
10:25 AM	Foley	Tom Thumb Hwy 59 In Front of Lowes	
	Foley	Office Depot	3:35 PM
10:30 AM	Foley	Tanger Mall Nike	3:30 PM
10:35 AM	Foley	Wal-Mart	3:25 PM
10:40 AM	Foley	Winn Dixie	
	Foley	Piggly Wiggly	3:20 PM
10:45 AM	Foley	Fred's	
	Foley	Palm Plaza Subway	3:15 PM
	Summerdale	Citgo Station, Hwy 59 & 32	3:10 PM
	Summerdale	Dollar General Store	3:05 PM
10:50 AM	Summerdale	Rama Imports	
10:55 AM	Summerdale	EMC	
11:00 AM	Robertsdale	Wal-Mart	3:00 PM
11:05 AM	Robertsdale	Willy T's	
	Robertsdale	Texaco Hwy. 59 & Fairground Rd.	2:55 PM
	Robertsdale	Winn Dixie	2:50 PM
11:10 AM	Robertsdale	Regions	
11:15 AM	Robertsdale	BRATS Main Office	2:45 PM
	Robertsdale	Motorsport Freaks	2:40 PM
	Loxley	BP Station, Hwy. 59 & 55	2:35 PM
	Loxley	Burris Farm Market	2:30 PM
	Loxley	Exxon, Flag Ship	2:25 PM
	Stapleton	Tom Thumb, Hwy. 59 & 31	2:20 PM
	Bay Minette	Coastal Alabama Community College	2:15 PM
	Bay Minette	M&V Express Station, Hwy. 59	2:10 PM
	Bay Minette	McDonalds	2:05 PM

MOBILE EXPRESS ROUTES

One-Way Fare into/From Mobile
Fairhope $3.00 - Daphne $2.50 - Spanish Fort $2.00

*Other Locations Based On Mileage & *Require a 24 Hour Reservation for Pick-up.

Foley/Magnolia Springs to Mobile Express
Monday, Wednesday & Friday

DEPARTURE TIME *Estimated Time you Leave Origin*	Stop Locations	**CITY/TOWN/ AREA** *Service Area*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home.*
6:30 AM	*Old Time Pottery NW Parking Lot		
6:35 AM	*Liberty Church NW Parking Lot	Foley	
6:40 AM	*Heritage Park Pavilion	Foley	9:40 AM
6:50 AM	*Dollar General Hwy. 98 & 65	Foley	
	*Deli Depot 98 & 65	Foley	9:35 AM
7:00 AM	*Family Dollar Hwy. 98 West	Magnolia Springs	
	*Shell Station Hwy. 98 & 49	Magnolia Springs	9:25 AM
7:10 AM	*Shell Station Hwy. 98	Barnwell	9:15 AM
7:20 AM	*Thomas Hospital	Fairhope	9:05 AM
7:30 AM	BRATS Hub	Fairhope	9:00 AM
7:45 AM	Library Northeast Parking Lot	Daphne	8:45 AM
7:50 AM	*Saint Paul's Church	Daphne	8:40 AM
7:55 AM	Town Center Avenue	Spanish Fort	8:35 AM
8:15 AM	Bienville Square	Mobile	
	*Old Time Pottery NW Parking Lot	Foley	4:40 PM
	*Liberty Church	Foley	4:35 PM
1:20 PM	*Heritage Park Pavilion	Foley	4:30 PM
1:25 PM	*Dollar General Hwy. 98 & 65	Foley	
	*Deli Depot 98 & 65	Foley	4:25 P M
1:35 PM	*Family Dollar Hwy. 98 West	Magnolia Springs	
	*Shell Station Hwy. 98	Magnolia Springs	4:15 PM
1:45 PM	*Shell Station Hwy. 98	Barnwell	4:05 PM
1:55 PM	*Thomas Hospital	Fairhope	3:55 PM
2:00 PM	*BRATS Hub	Fairhope	3:50 PM
2:15 PM	*Library Northeast Parking Lot		3:35 PM
2:20 PM	*Saint Paul's Church		3:30 PM
2:25 PM	*Town Center Avenue		3:25 PM
	Bienville Square	Mobile	3:10 PM

MOBILE EXPRESS ROUTES - *CONTINUED*

One-Way Fare into/From Mobile
Fairhope $3.00 - Daphne $2.50 - Spanish Fort $2.00

*Other Locations Based On Mileage & Require a
24 Hour Reservation for Pick-up.

Foley/Summerdale to Mobile Express ***Tuesday & Thursday***			
DEPARTURE TIME *Estimated Time you Leave Origin*	Stop Locations	**CITY/TOWN/ AREA** *Service Area*	**RETURN PICK-UP TIME** *Estimated Time you will be picked up to go home.*
6:30 AM	*Old Time Pottery NW Parking Lot	Foley	
6:35 AM	*Liberty Church NW Parking Lot	Foley	
6:40 AM	*Heritage Park Pavilion	Foley	9:40 AM
6:50 AM	*Citgo Convenience Station Hwy 59 & 32	Summerdale	9:30 AM
7:00 AM	*Marathon Station Hwy 9 & 32	Summerdale	9:20 AM
7:20 AM	*Thomas Hospital	Fairhope	9:05 AM
7:30 AM	BRATS Hub	Fairhope	9:00 AM
7:45 AM	Library Northeast Parking Lot	Daphne	8:45 AM
7:50 AM	*Saint Paul's Church	Daphne	8:40 AM
7:55 AM	Town Center Avenue	Spanish Fort	8:35 AM
8:15 AM	Bienville Square	Mobile	
	*Old Time Pottery NW Parking Lot	Foley	4:40 PM
	*Liberty Church NW Parking Lot	Foley	4:35 PM
1:20 PM	*Heritage Park Pavilion	Foley	4:30 PM
1:30 PM	*Citgo Convenience Station Hwy 59 & 32	Summerdale	4:20 PM
1:40 PM	*Marathon Station Hwy 9 & 32	Summerdale	4:10 P M
1:55 PM	*Thomas Hospital	Fairhope	3:55 PM
2:00 PM	*BRATS Hub	Fairhope	3:50 PM
2:15 PM	*Library Northeast Parking Lot		3:35 PM
2:20 PM	*Saint Paul's Church		3:30 PM
2:25 PM	*Town Center Avenue		3:25 PM
	Bienville Square	Mobile	3:10 PM

ADVERTISING INITIATIVE

While searching for a way to increase revenue to assist with keeping fares low to the citizens, BRATS found that allowing businesses the opportunity to advertise on the BRATS vehicles was a victory for not only BRATS but for the businesses themselves. These rolling billboards have proven to be a great success with a minimal investment. Rates for advertising vary due to the size, location and graphics of the advertising, so please contact McNutt & Company, LLC which manages the Advertising Initiative for Baldwin Regional Area Transit System (BRATS) in Baldwin County, Alabama. BRATS service area covers the city of Bay Minette, Spanish Fort, Daphne, Loxley, Robertsdale, Fairhope, Point Clear, Foley, Gulf Shores and Orange Beach among others. Ad may be placed on the inside and the outside of the buses in limited formats. Proceeds from the placement of ad benefits the Baldwin County Commission, Baldwin Regional Area Transit System and the citizens of Baldwin County. Contact us today toll free 1-800-501-6750 or 334-501-4807 or email us at : BRATS@leadershipbycreativity.com.

It is the goal of BRATS to educate the public to the advantages of using and supporting public transit in order to contribute to the effort toward cleaner air, conservation of resources, and protection of public spaces. Education through presentations to school groups, senior groups, civic organizations, and public gatherings increase the knowledge of BRATS and creates opportunities for our citizens to better understand transit.

BRATS is interested in continuing to share information on how transit works and the benefits of transit with our community. If you have a group that is interested in having a presentation on transit; our transit program would love to participate. Please contact us at 251-972-6817 to arrange a date and time.

LET US SHARE INFORMATION ON PUBLIC TRANSIT IN BALDWIN COUNTY!

CALL US AT 251-972-6817

NON DISCRIMINATION NOTICE / TITLE VI

The Baldwin Regional Area Transit System hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Baldwin Regional Area Transit System programs has a right to file a formal complaint with Baldwin Regional Area Transit System. Any such complaint must be in writing and submitted to Director of Transportation within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact: Baldwin Regional Area Transit System, Director of Transportation at P.O. Box 907, Robertsdale, Alabama 36567.

ADA REASONABLE MODIFICATION REQUEST

In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, Baldwin Regional Area Transit System (BRATS) will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. BRATS will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to BRATS

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity's complaint process.
- Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request. The request must identify the modification needed in order to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

ADA Reasonable Modification Request- *Continued*

Within the scope of the ADA and reasonable modification, if Baldwin Regional Area Transit System denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

Procedure: To request reasonable modifications based on a disability please complete the reasonable modification request form found on our website at www.baldwincountyal.gov or contact Baldwin Regional Area Transit System's scheduling department for the form to be mailed to you.

Baldwin Regional Area Transit System will review the request in accordance with its reasonable modification plan. Baldwin Regional Area Transit System strives to respond, in writing, to each request within 15 calendar days.

All the information involved with this process will be kept confidential.

ADA Grievance Procedure

Baldwin Regional Area Transit System
Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Baldwin Regional Area Transit System. Baldwin Regional Area Transit System's personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

ADA GRIEVANCE PROCEDURE- *CONTINUED*

Formal complaints should be submitted by completing the ADA Grievance form found on our website at www.baldwincountyal.gov or contact Baldwin Regional Area Transit System's scheduling department for the form to be mailed directly to you.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Director of Transportation
Baldwin Regional Area Transit System
251-972-6817
www.baldwincountyal.gov

Within 15 calendar days after receipt of the complaint, Director of Transportation or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Director of Transportation or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or Braille. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by Director of Transportation or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Director of Transportation or his/her designee. Within 15 calendar days after receipt of the appeal, the Director of Transportation or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Transportation or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Director of Transportation or his/her designee, appeals to the Baldwin County Commission County Administrator or his/her designee, and responses from these two offices will be retained by the Agency for at least three years.

COMPLAINT POLICY AND PROCEDURES

It is the policy of the Baldwin Regional Area Transit System to operate the public transportation program in an open and fair manner for employees, passengers, other transit providers, and the general public. No employee, passenger, other transit provider, or the general public will be discriminated against or suffer any reprisals for making a complaint. *Complaints must be in writing and specific*. Vague or general charges of unfairness that are not substantiated by facts will not be processed. When an allegation is made that a specific violation, misinterpretation, or inappropriate act has occurred the following steps should be taken to resolve the issue. Baldwin Regional Area Transit System will resolve the complaint within fifteen business days of the date of receipt of the written complaint.

We encourage you to submit any concerns about routes, employees or fellow passengers in writing to the Director of Transportation, P.O. Box 907, Robertsdale, Alabama.

Baldwin Regional Area Transit System's Passenger Complaint Policy and Procedures

If a passenger has issue with a Baldwin Regional Area Transit System's employee, another passenger, or other member of the general public, he or she should bring the matter to the attention of the Operations Department or similar authority within 3 days of the occurrence. *Complaints must be specific and in writing.* If the complaint involves the Operations Department or similar authority, the passenger should address the issue with the Assistant Director of Transportation. If the complaint involves the Assistant Director of Transportation or similar authority, the passenger should address the issue with the Transit System Director. The Assistant Director or similar authority will listen to all parties involved in the situation, investigate with outside sources if necessary, and resolve the matter within fifteen business days of the receipt of the written complaint. If the Assistant Director or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the passenger does not feel the matter has been resolved at this point, the Baldwin Regional Area Transit System's Liaison or similar authority should be consulted and the matter brought before the entire Baldwin County Commission if necessary.

COMPLAINT POLICY AND PROCEDURES - *CONTINUED*

Baldwin Regional Area Transit System's General Complaint Policy and Procedures

If a member of the general public has a complaint with a Baldwin Regional Area Transit System employee, policy, or other issue, he or she should bring the matter to the attention of the Operations Department or similar authority within 3 days of the occurrence. *Complaints must be specific and in writing.* If the complaint involves the Operations Department or similar authority, the member of the general public should address the issue with the Transit System Director. The Operations Department or similar authority will listen to all parties involved in the situation, investigate with outside sources if necessary, and resolve the matter within fifteen business days of the receipt of the written complaint. If the Operations Department or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the member of the general public does not feel the matter has been resolved at this point, the Baldwin Regional Area Transit System's Liaison or similar authority should be consulted and the matter brought before the entire Baldwin County Commission if necessary.

Baldwin Regional Area Transit System's Private Transit Operator Complaint Policy

If a private transit operator has issue with Baldwin Regional Area Transit System, he or she should address the matter with the Transit System Director within 3 days of the occurrence. *Complaints must be specific and in writing.* The Transit System Director will investigate and resolve the matter within fifteen business days of the receipt of the written complaint. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the private operator does not feel the matter has been resolved at this point, the Baldwin Regional Area Transit System's Liaison should be consulted and the matter brought before the entire Baldwin County Commission if necessary.

BRATS FACILITIES

BRATS
Bay Minette Location
104 East 5th Street
Bay Minette, Alabama 36507

BRATS
Fairhope Transit Hub
918 Fairhope Avenue
Fairhope, Alabama 36532

BRATS
Foley Location
1013 North Juniper Street
Foley, Alabama 36535

BRATS
Main Office
18100 County Road 54
Robertsdale, Alabama 36567

P.O. Box 907
Robertsdale, Alabama 36567

www.baldwincountyal.gov

KEEPING IN TOUCH

In order for BRATS to serve the community better, we are constantly upgrading and improving our services. The public is always invited to call us to inquire about any of our new services or for changes on any of our regular routes.

We are here to serve the public, and no question is too big or too small to handle. We welcome all questions and suggestions.

Call us at **972-6817, 937-0355 or 990-4636**.

SPECIAL THANKS

BRATS would like to thank everyone who uses public transportation, and encourage your continued support. Only by keeping transportation needs in the public eye can we hope to ensure the future of public transit in our county, our state, and our country. BRATS would also like to thank the volunteers and dedicated employees.

They are the heart of the program.

Funding for Baldwin Regional Area Transit System is provided by the Baldwin County Commission, and Federal Transit Administration grants which are administered by Alabama Department of Transportation.

BRATS SURVEY

We value your opinion.

Date:_____ Your Zip Code:_____

1. How many days a week do you ride Public Transit?
   ❑ 1 ❑ 2 ❑ 3 ❑ 4 ❑ 5 ❑ 6 ❑ 7

2. Where are you going?
   ❑ Work ❑ Shopping
   ❑ Medical Needs ❑ Visit Friends
   ❑ Other:_____

3. Are you making another connection? ❑ Yes ❑ No
4. Was your bus clean and free of liter? ❑ Yes ❑ No
5. Did your bus arrive within the scheduled time frame? ❑ Yes ❑ No
6. Was our driving staff courteous? ❑ Yes ❑ No
7. Did your driver drive safely? ❑ Yes ❑ No
8. Was our scheduling staff courteous? ❑ Yes ❑ No
9. Was your overall experience enjoyable? ❑ Yes ❑ No

   If you said no, what can we do better:

_____

_____

Comments/Suggestions/ Other Transit needs:

_____

_____

_____

Thank you for riding Public Transit!

BALDWIN REGIONAL AREA TRANSIT SYSTEM
BRATS
"CONNECTING COMMUNITIES"

Please mail to:

BRATS SURVEY
ATTENTION: MANAGEMENT
P.O. BOX 907
ROBERTSDALE, ALABAMA 36567

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BALDWIN REGIONAL AREA TRANSIT SYSTEM

BRATS

"CONNECTING COMMUNITIES"

ALTRANS

http://algis.dot.state.al.us/altrans/Default.aspx