

# **BALDWIN COUNTY COMMISSION BALDWIN REGIONAL AREA TRANSIT SYSTEM**

## **Americans with Disabilities Act of 1990 Policy and Procedures**

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## **A. General ADA Policy and Requirements**

### **1. Introduction and Purpose**

This ADA policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the American with Disabilities Act of 1990 (ADA), and the U.S. Department of Transportation regulations for implementing ADA (49 CFR Parts 27, 37 and 38). Baldwin Regional Area Transit System (BRATS) operates services on a demand response basis and complies with ADA requirements with respect to such service.

### **2. Policy Statement**

It is the policy of BRATS to comply with all the legal requirements of federal and state laws and regulations as they pertain to individuals with disabilities. If state laws and federal regulations are contradictory, the federal ADA regulations prevail. The transit system provides quality transportation services without discrimination against all people including individuals with disabilities. Discrimination based on disability against any person by transit system employees will not be condoned or tolerated.

### **3. Goals**

Service is provided in a manner that meets these goals:

- provide safe, accessible, and dignified services to all people, including individuals with disabilities.
- expedite the safe and efficient boarding, securing, transporting, and alighting of all passengers, regardless of mobility status.
- accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.

### **4. Applicability**

This policy applies to all transit system employees, demand-response services, facilities and vehicles. It applies equally to all people needing and/or using the services provided by the system.

### **5. Definitions**

*Disability:* With respect to an individual, physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

*Mobility Device:* A device that is designed to assist an individual with disabilities with locomotion. Examples include wheelchairs, canes, crutches, and walkers. Also called mobility aid.

*Securement Area or Station:* A designated location for riders using wheelchairs, equipped with a securement system.

*Securement Device, Equipment or System:* Equipment used for securing wheelchairs against uncontrolled movement during transport.

*Service Animal:* Any guide dog, signal dog, or other animal that has been individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

*Wheelchair:* A mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

## **6. Recruitment and Employment**

As stated in the transit system's personnel policies, the agency is an Equal Opportunity Employer (EOE) and fully complies with ADA in its recruitment, hiring and continued employment practices.

## **7. Facility and Vehicle Accessibility**

The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and requirements of the State of Alabama. If state requirements do not meet federal requirements, the federal ADA regulations prevail. Vehicles purchased for demand response service will only be non-accessible to the extent that the demand response system, when viewed in its entirety, provides the same level of service for individuals with disabilities as for individuals without disabilities. The transit system will conduct an analysis of service equivalency prior to the acquisition of any inaccessible vehicles for demand-responsive service.

## **8. Vehicle and Route Assignment**

All demand response vehicles operated by BRATS are accessible and people with disabilities, including wheelchair users, can board any vehicle. To the extent possible, the assignment of types of vehicles will be based upon rider needs.

## **9. Maintenance of Accessible Features**

Accessibility features on vehicles, including lifts, ramps, wheelchair securement devices and public address systems, will be maintained in operative condition. The preventive maintenance program of BRATS provides regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. BRATS drivers cycle the lift as part of their daily pre-trip inspections.

## **10. Inoperative Lifts and Ramps**

Drivers are required to report lift or ramp failures immediately. Vehicles with inoperative lifts will be removed from service and replaced with an accessible vehicle until the inoperative lift is repaired. For vehicles equipped with ramps, it

may be possible to continue in service if the ramp can be and is deployed manually when necessary. If an inoperative ramp cannot be deployed manually, the transit agency will apply the policy for a vehicle with an inoperative lift.

#### **11. Wheelchair Accommodation**

All accessible vehicles meet or exceed the requirements of 49 CFR Part 38.

Transportation providers are required to carry a wheelchair and its user, if the lift can accommodate the size and weight of the wheelchair and its user, and there is space in the securement area for the wheelchair on the vehicle without blocking the aisle. If a vehicle lift/ramp and securement area can accommodate a wheelchair (or other mobility device), BRATS will transport the device (and its user).

An individual who uses a wheelchair that, when occupied, exceeds the weight rating of the vehicle lift/ramp, will be offered the opportunity to board and disembark from the vehicle separately from the wheelchair. However, transit agency personnel are not permitted to operate a passenger's wheelchair. The individual may travel with another individual who can assist with operating the unoccupied wheelchair to maneuver it on and off the lift/ramp.

#### **12. Boarding**

Drivers and scheduling practices will provide adequate time for a passenger with a disability to board the vehicle and/or disembark, which includes adjusting the schedule if necessary and waiting for passengers to be seated before moving the vehicle. It is the responsibility of the driver to determine the safest location for passenger boarding based on conditions and individual needs upon arrival at the pickup site. Only a properly trained transit system employee can operate the lift or ramp and secure the wheelchair in the securement station. Passengers may board facing toward or away from the vehicle.

#### **13. Wheelchair Securement**

BRATS requires that all wheelchairs be secured. Drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the wheelchair. Drivers cannot deny a passenger a ride based on their inability to secure the wheelchair. However, drivers must warn the passengers of the danger of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service.

Securement of wheelchairs is the responsibility of the driver. Drivers are trained in the proper operation of all securement equipment based on the equipment manufacturer's specifications. Drivers will listen to and respect riders' instructions on how to secure their equipment. Drivers cannot be expected to be familiar with each wheelchair type that may come aboard, and securement attachment points may differ by wheelchair manufacturer. The rider may be in the best position to instruct the driver on how to properly secure their mobility device. If the securement system is not compatible with the wheelchair the

passenger is using, the driver will still try to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride in the vehicle. Seat belts will never be used instead of independent securement of the passenger's wheelchair.

Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants the mobility device to be secured in a non-designated area. The wheelchair is not allowed to block the aisle.

Seat belts and shoulder harnesses are recommended but not required for passengers riding in their secured wheelchair. Seat belts will never be used instead of independent securement of the passenger's wheelchair.

In cases where an individual using a wheelchair attempts to board and requires use of a securement location that is currently occupied by another passenger that is not using a wheelchair, the driver will ask that passenger to allow the individual using a wheelchair to use the securement position.

#### **14. Driver Assistance**

Drivers will make themselves available to assist individuals with disabilities and will assist upon request of the passenger. Drivers will assist a passenger with using the vehicle ramp, lift and/or securement systems using accessibility-related equipment and features on their vehicles.

#### **15. Use of Lift or Ramp by Individuals with Disabilities Not Using a Mobility Device**

The driver will deploy the lift or ramp for an individual with a disability who is not using a mobility device to board or deboard the vehicle upon request.

#### **16. Accommodation of Other Mobility Devices**

Mobility devices that are not wheelchairs, but which are primarily designed for use by individuals with mobility impairments, will be accommodated to the extent that the ADA-compliant lift or ramp and securement areas can safely do so. However, these devices are the responsibility of the individual passenger and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.

#### **17. Transfer to Fixed Seating**

All passengers using wheelchairs have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, wheelchairs users to transfer to fixed seating. No waivers are allowed to be required. Drivers are not permitted to lift or pull any individual to enable them to transfer into or out of fixed seating.

#### **18. Accommodation of Portable Oxygen**

Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. Department of Transportation rules on the

transportation of hazardous materials in 49 CFR Subtitle B, Chapter 1, Subchapter C.

### **19. Priority Seating**

Except for the wheelchair securement stations, the transit system does not require any passenger to sit in designated seating.

Priority seating for seniors and individuals with disabilities is to be designated by permanent signage in each vehicle. In cases where an individual with a disability requests priority seating that is currently occupied by another passenger, the driver will ask that passenger to move to allow the individual with a disability use of the priority seating. In cases where a wheelchair user requires the use of a securement location, the driver will ask any passenger (including other passengers with disabilities) to vacate the securement location.

### **20. Service Animals**

In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger's control, or which becomes a direct threat to the health or safety of other passengers may be restricted from riding.

### **21. Alighting**

It is the responsibility of the driver to determine that the location for passenger debarking is safe. However, the driver will allow a passenger who uses the lift or ramp to alight at any location, unless the lift or ramp cannot be deployed, the lift or ramp will be damaged if deployed, or conditions at the stop would present unsafe conditions for all passengers. Only the driver will unsecure the wheelchair and operate the lift to return the passenger to the ground level.

### **22. Staff Training**

All BRATS drivers and transit system staff are trained in proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly and respectfully assisting and treating individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts, ramps, securement systems, and other accessibility equipment.

### **23. Rider Information**

All printed informational materials are made available in accessible formats upon request, for example, large print for individuals with low vision or audio for blind individuals, as well as accessible electronic formats.

### **24. Service Characteristics**



BRATS demand response transportation service is a shared-ride service. It is the policy of BRATS to provide service for individuals with disabilities in the most integrated setting appropriate to the needs of the individual, including providing service to individuals with disabilities on the same vehicles and together with all other riders. All demand response vehicles operated by BRATS are accessible and people with disabilities, including wheelchair users, can board any vehicle and receive service with the same characteristics as riders without disabilities.

## **25. Passenger Assistance**

Demand response services will be provided on a curb-to-curb basis. BRATS drivers will provide minimal assistance to riders with disabilities in boarding and alighting from vehicles and securing wheelchairs. Reasonable assistance includes opening of a door, offering of an arm, or helping with minimal packages. All drivers who operate BRATS services will receive training in passenger assistance and sensitivity towards people with disabilities.

The staff of BRATS will not lift a passenger, leave a vehicle unattended or out of visual observation, enter a rider's home, traverse more than 3 stairs, care for service animals, operate a power wheelchair, provide personal care attendant (PCA) service, provide medical assistance, or take actions that would be clearly unsafe. If more extensive assistance is needed by the individual than BRATS can offer as a provider of public transportation, the individual will be responsible for arranging for personal assistance. Staff of BRATS will work with the individual and/or their caregiver/social worker to clarify parameters of the assistance that can be provided by the driver.

For BRATS drivers to safely assist passengers navigate wheelchair ramps used to access the transit vehicle, the ramp must meet these safety specifications, as a minimum: at least 36" wide with a maximum slope of 1:12 (1" rise for every 12" of incline), decking board construction must have boards installed crosswise for traction, and must have guard rails on each side. Ramps and wheelchair ramps and paths must be properly maintained, kept clear of parked cars, trash, gravel, tree roots or other obstructions.

## **B. Reasonable Modification Policy**

### **1. Purpose**

The purpose of the reasonable modification policy is to ensure that BRATS offers equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

### **2. Reasonable Modifications**

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. Requests for modification of policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of BRATS' services, programs, or activities.
- Granting the request would create a direct threat to the health or safety of others.
- Without the requested modification, the individual with a disability can fully use BRATS' services, programs, or activities for their intended purpose.

If BRATS denies a request for a reasonable modification, the transit agency shall take to the maximum extent possible, other actions (that would not result in a direct threat or fundamental alteration of service) to ensure that the individual with a disability receives the services or benefit provided by BRATS.

For the purposes of this section, the term reasonable accommodation shall be interpreted in a manner consistent with the term "reasonable modifications" as set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under Title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

### **3. Requests for Reasonable Modifications**

BRATS will provide information about how to contact Baldwin Regional Area Transit System to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. BRATS will follow the following procedures in processing reasonable modifications requests:

- a. Individuals requesting modifications shall describe what they need to utilize the service.
- b. Individuals requesting modifications are not required to use the term "reasonable modification" when making a request. Personnel at BRATS will determine if the request represents a reasonable modification and proceeds in accommodating the request accordingly.
- c. Whenever feasible, BRATS requests that individuals make such requests for modifications before BRATS is expected to provide the modified service.
- d. Where a request for modification cannot practically be made and determined in advance (*e.g.*, because of a condition or barrier at the destination which the individual with a disability was unaware of until arriving), operating personnel should decide whether the modification should be provided at the time of the request. Operating personnel may consult BRATS' management before deciding whether to grant or deny the request.

- e. Requests for accommodation may be made in writing using the attached form or orally if unable to communicate the request in writing or upon request. The reasonable accommodation process begins as soon as the request for accommodation is made.
- f. To request reasonable modifications based on a disability please use the Reasonable Modification Form shown on the next page or contact the Director of Transportation for assistance.

Director of Transportation  
Baldwin Regional Area Transit  
System  
P. O. Box 907  
Robertsdale, AL 36567  
251-972-6817  
[bratsbooking@baldwincountyal.gov](mailto:bratsbooking@baldwincountyal.gov)

#### **4. Interactive Process**

When a request for accommodation is made, BRATS and the individual requesting accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and BRATS must communicate with each other about the request, the process for determining whether accommodation will be provided, and the potential accommodation. Communication is a priority throughout the entire process.

#### **TIME FRAME FOR PROCESSING REQUESTS:**

BRATS recognizes that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information. However, BRATS will process requests and provide accommodation where appropriate, in as short a time frame as reasonably possible.

#### **5. Granting a Reasonable Modification Request**

As soon as BRATS determines that reasonable accommodation will be provided, that decision shall be communicated to the individual in writing to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided.

#### **6. Denying a Reasonable Modification Request**

As soon as BRATS determines that a request for reasonable accommodation will be denied, BRATS will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- a. the specific reason(s) for the denial.
- b. any alternative accommodation that may create the same access to transit services as requested by the individual; and

- c. the opportunity to file a complaint relative to the Baldwin Regional Area Transit System's decision on the request.

## C. ADA COMPLAINTS

### 1. Process

This complaint process 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 based on disability in the provision of services, activities, programs, or benefits by the BRATS. Baldwin County Commission 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, phone calls, or a tape recording of the complaint may be made available for people with disabilities upon request. 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.

Within 15 calendar days after receipt of the complaint, the 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 a format accessible to the complainant, such as large print or Braille. The response will explain BRATS' position and offer options for substantive resolution of the complaint.

If more information is needed to resolve the complaint, BRATS may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to BRATS.

If BRATS is not contacted by the complainant or does not receive the additional information within 30 business days, the complaint will be closed. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After BRATS investigates the complaint, a decision will be rendered in writing to the complainant.

- a. *Letter of Finding* – This letter will summarize the complaint; any interviews conducted regarding the complaint and explain what actions will be taken by BRATS to address the complaint.
- b. *Letter of Closure* – This letter will explain why BRATS has determined that the complaint does not merit accommodation under the

Americans with Disabilities Act and that the complaint will be closed.

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 Baldwin County Administrator or his/her designee. In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

BRATS designee for processing reasonable modification requests and handling complaints, is:

Director of Transportation  
Baldwin Regional Area Transit System  
P.O. Box 907  
Robertsdale, Alabama 36567  
(251) 972-6817  
[ann.simpson@baldwincountyal.gov](mailto:ann.simpson@baldwincountyal.gov)

## **2. Record Retention**

BRATS will maintain all records related to reasonable modification requests and ADA complaints for at least five (5) years.

## **D. ADA COMPLIANCE OF CONTRACTORS AND SUBRECIPIENTS**

BRATS does not utilize subrecipients or contractors to provide demand response service. BRATS offers van pool service through a national vanpool provider. As specified in the Request for Proposal, the response, and the executed agreement, the vanpool service provider shall comply with 49 U.S.C. §5301(d), stating Federal policy that the elderly and persons with disabilities have the same rights as other persons to use mass transportation services and facilities and that special efforts shall be made in planning and designing those services and facilities to implement that policy. Service provider shall also comply with all applicable requirements of Sec. 504 of the Rehabilitation Act (1973), as amended, 29 U.S.C. §794, which prohibits discrimination based on handicaps, and the Americans with Disabilities Act of 1990. Upon request, the vanpool vehicle supplier will modify a vehicle to accommodate a passenger with disabilities.

These modifications must meet the requirements set forth in the DOT ADA Accessibility Specifications for Transportation Vehicles at 49 CFR Part 38, Subpart B – Buses, Vans, and Systems. Modifications include, but may not be limited to:

- Removing the seat nearest the side door of the vehicle.
- Providing telescoping ramps so that a wheelchair can be rolled into the vehicle.

- Installing tie-downs on the vehicle floor so the wheelchair can be secured safely and used by the passenger as a seating position.
- Adding hand-controlled accelerator and brakes, steering knobs, or pedal extensions.
- Adding grab bars for entering and exiting the vehicle.

The van pool service provides service to individuals with disabilities with equivalent service as provided to other individuals with respect to:

- Respond to any request to join van pool requesting ADA modifications as responding to other individuals, including requests to be added to a waitlist
- Consider any request to modify a route or schedule of the vanpool from a person requesting ADA modifications as a similar request would be considered by other vanpool participants
- Charge same fare for person requesting ADA modifications as other vanpool participants
- Offer same area, days, and hours of service

## 1. **Van Pool Driver ADA Vehicle Training**

Upon delivery of a vehicle, the service provider meets with the driver(s) and vanpool participants for an orientation of the vehicle, its' safety and ADA features, and the reporting requirements as well as providing any necessary reference paperwork and a supplemental guidebook. The van pool vehicle provider will ensure the driver understands all the safety features of the vehicle and will answer any questions regarding operation of the van pool vehicle.

When an ADA vehicle is requested and deployed, BRATS personnel will meet with the vanpool provider, driver(s), and vanpool participants to observe and assist in wheelchair loading and securement training.

The van pool vehicle provider also offers video training content for initial or ongoing training requirements. All vanpool applicants may access the training tutorials via a vanpool website and are instructed to reference the videos at various intervals or upon reported incidents over the life of their participation in the program.

## 2. **Van Pool Vehicle Availability and Maintenance**

The vanpool provider will offer a variety of factory-equipped and after-market conversion vehicles appropriate for vanpools. The large fleet allows for loaner or replacement vehicles quickly, getting customers back on the road sooner and reducing the level of inconvenience to the vanpool group. Below are examples of options provided:

SUV	MINIVAN	LARGE VAN
Nissan Pathfinder		

Dodge Durango	Toyota Sienna	Ford Transit
Ford Explorer	Dodge Caravan	Chevy Express
VW Atlas		

Regular maintenance of vanpool vehicles plays an important role in the safety and comfort of the Baldwin County Commission's vanpoolers. Our vanpool maintenance program provides commuters with a convenient system for consistent vehicle upkeep.

When it is approaching time for a vehicle's scheduled maintenance, an email is sent to the vanpool coordinator, notifying them of the upcoming service along with their assigned service provider. The vanpool coordinator contacts the service provider to set up a convenient time to have the maintenance completed.

Each vanpool is provided with maintenance cards to approve and pay for maintenance at any of the authorized service centers listed. The maintenance cards can only be used to pay for scheduled and emergency maintenance services.

The maintenance procedures are designed to ensure the vehicles being driven by vanpoolers are always operating safely and in accordance with all laws, standards, and regulations. The following maintenance provided covers all aspects of vanpool vehicle upkeep:

- **Preventive Maintenance:** The electronic ride share operating system monitors vehicle mileage and alerts the vanpool coordinator by email of any required routine maintenance two weeks before the due date. Automatic reminders are sent one week prior and on the due date if maintenance has not been completed.
- **Warranty or Recall Maintenance:** The electronic ride share operating systems are linked to manufacturer data feeds to ensure alerts are received for manufacturer mandated recalls or maintenance. In addition, the vanpool fleet size and local infrastructure allow a quick response to recalls.
- **Unscheduled Repairs:** Unscheduled repairs can be performed at any authorized, local maintenance facility.

These maintenance practices reduce vanpooler responsibility, while increasing efficiency and the ability to meet maintenance deadlines. The result is safer, better-maintained vehicles, as well as increased convenience and comfort for vanpoolers.

### 3. Reporting Requirements

In addition to reporting vanpools deployed, vanpools terminated, vehicle exchanges, maintenance, and NTD data, the vanpool provider is required to report to BRATS for review and tracking:

- Requests for ADA accessible vehicles
- Requests for reasonable modifications
- ADA complaints

## E. ADA POLICY RECORD OF CHANGES

Document Version	Section/Pages Revised	Summary of Change(s)	Revision Date
1	N/A	New Document	6/9/2025
2	Title Page, Table of Contents, & Record of Changes Section. Revision to ADA COMPLIANCE OF CONTRACTORS AND SUBRECIPIENTS (Page 13)	Added title page, table of contents, and Record of Changes. Added reference to DOT ADA Accessibility Specifications for Transportation Vehicles, 49 CFR Part 38, Subpart B – Buses, Vans, and Systems.	9/24/2025



**► ATTACHMENT A**  
**ADA Reasonable Modification Request Form**

Use this form to request a modification to current Baldwin Regional Area Transit System policies or procedures. Be specific and provide as much detailed information as possible. This will allow us to effectively process and evaluate your request. Before filling out this form please review Baldwin Regional Area Transit System's Americans with Disabilities Act (ADA) Request for Reasonable Modifications Procedures.

Please include the following items in your request:

- Based on a disability, why is the modification necessary?
- Provide a description of your limitation(s) and how it is affected by Baldwin Regional Area Transit System's policies/procedures.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Best way to contact you via: ☐Phone ☐Email ☐Mail  
☐Other \_\_\_\_\_

Modification Request:

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Please send to:

Contact Person Name  
Ann Simpson  
Director of Transportation & Accessibility Coordinator  
Baldwin Regional Area Transit System  
251-972-6817  
[www.baldwincountyal.gov](http://www.baldwincountyal.gov)

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

## **ATTACHMENT B**

### **ADA Discrimination Complaint Form**

#### Baldwin Regional Area Transit System ADA Discrimination Complaint Form

The Americans with Disabilities Act (ADA) prohibits discrimination based on condition or disability.

The requested information will assist us in processing your complaint. Please let us know if you require any assistance in completing this form.

Complete and return this form to: Director of Transportation, P.O. Box 907 Robertsdale, AL 36567

1. Complainant's Name:

2. Address:

3. City:  State:  Zip Code:

4. Telephone Number (home):  (business):

5. Person discriminated against (if someone other than the complainant):

Name:

Address:

City:  State:  Zip Code:

6. What date did the alleged discrimination take place?

7. In your words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

## S

8. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes: ☐ No: ☐

If yes, check each box that applies:

Federal agency ☐ Federal court ☐ State Agency ☐  
State court ☐ Local agency ☐

9. Please provide information about a contact person at the agency/court where their complaint was filed.

Name:

Address:

City:  State:  Zip Code:

10. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.



Complainant's Signature

Date