

**T**he Mission of the Escambia County Alabama Transit System is to service the citizens of Escambia County Alabama by providing transportation to all, especially the elderly and the handicapped. ECATS was established in 1995 and since that time we have been on a mission to make the Escambia County Alabama Transit System a program that the County can be proud of by making it financially sound, keeping the equipment in order and most of all serving the transportation needs of Escambia County.

**How to Use**

- Give 24 hours notice before desired day and time of transport. Same day trips are based on availability.
- Please call if you must cancel.
- Please be prepared for pick up within our 30-minute window:

*Example:* If pick up time is 9:30 the pickup window would be between 9:15 and 9:45.

- Parcels/packages are allowed on the bus. They must be properly secured and transported on your lap or under your seat.
- Respirators/Portable oxygen have to be secure. Drivers cannot secure or help in loading. Only one canister of oxygen is allowed on the bus.
- Passengers are required to wear a seat belt.
- Service animals are permitted on buses. When scheduling the trip, make the dispatcher aware that you will be traveling with a service animal. Additional information about transporting animals can be provided if needed.
- Passengers will not use language that is upsetting or disruptive to others.

**Accommodation of Mobility Devices**

Consistent with Department of Transportation regulation ECATS will Transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle.

**Days Closed**

- New Year’s Day
- Martin Luther King, Jr.’s Birthday
- Confederate Memorial Day
- Jefferson Davis Birthday
- George Washington/Thomas Jefferson Birthday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran’s Day
- Thanksgiving Day and the day after
- Christmas Holidays
- Inclement weather. Closing due to inclement weather is determined when travel is dangerous, roads are closed, or other weather-related occurrences.

**Escambia County Alabama Transit System**

**ON THE MOVE**

with Rural Transportation Program

Funded by FTA, ALDOT, & Escambia County Commission Serves Escambia County AL

**ORIGIN TO DESTINATION PUBLIC TRANSPORTATION SERVICES PROVIDED**

**MEDICAL ROUTE**

Monday-Wednesday-Friday  
6:00am-1:30pm

**OPERATING HOURS**

Monday- Friday 8:00am-4:00pm

**FARE AMOUNT SCHEDULE**

• BREWTON TO MCCALL/POLLARD .....	\$5.00
• BREWTON TO FLOMATON .....	\$6.00
• BREWTON TO ATMORE .....	\$10.00
• BREWTON TO BOYKIN .....	\$6.00
• ATMORE TO FLOMATON .....	\$6.00
• ATMORE TO POLLARD .....	\$7.00
• ATMORE TO BREWTON .....	\$10.00

Contact Escambia County Alabama Transit System  
ADA Coordinator for Assistance.  
Gwendolyn Grimes  
ECATS Director

<b>BREWTON</b>	<b>ATMORE</b>
(251) 867-0584	(251) 446-9681

**ECATS**



*Making Tracks*



**Escambia County  
Alabama  
Transit System**

**(251) 867-0584**

## Safety Rules

The number one concern of Escambia County Alabama Transit System is the safety and well being of all passengers. The following are rules that MUST be followed:

- No eating or drinking on the vehicles.
- No smoking or used of any tobacco.
- Passengers must remain seated at all time until the vehicle comes to a complete stop.
- No loud talking or loud music.
- No profanity offensive language.
- No abusive conduct toward another rider or driver. This includes verbal or physical acts
- Children under four (4) years of age or who weigh less than 40 pounds are required to use an appropriately sized child safety seat. the child safety seat is the sole responsibility of the guardian passenger of the child and is to be properly secured by the guardian passenger.
- No misconduct by any passenger.
- Proper clothing must be worn. Shirt and shoes are required.
- No possession of illegal substances.
- No firearms or dangerous weapons.

## Drivers Wait Time

- Drivers will wait three (3) minutes past the arrival time.
- If the passenger does not board within this time the driver will leave.

Drivers are NOT Permitted to:

- Assist with packages.
- Enter a residence or other building.
- Perform any personal care assistance for riders, including but not limited to,
  - Assistance for riders to dress.
  - Lift or carry riders.
  - Carry riders or wheelchair up or down steps.

## No-show Policy

If a rider is a "No show" three (3) times within a month they will be suspended from riding for fourteen (14) business days.

## Handicap Accessibility

Escambia County Alabama Transit System is able to provide reliable transportation at a reasonable fare for citizens confined to wheelchairs and/or affected with other disabilities that restrict their mobility. Please call 24 hours in advance to inform us that you will need a bus with a lift so adequate time will be allowed for boarding and disembarking. The driver will assist with normal boarding/ disembarking.

If further assistance is needed, be prepared to have someone accompany you. The person assisting is allowed to ride at no charge.

## TITLE VI NOTICE OF PROTECTION AGAINST DISCRIMINATION

### Americans with Disabilities Act (ADA) Grievance Procedure\*

This grievance procedure is established to meet the requirements of Americans with Disabilities Acts of 1990, it may be used by anyone who wishes to file a complaint alleging discrimination on basis of disability in the provision of services activities programs or benefit by the Escambia County Alabama Public Transportation will make every effort to accommodate everyone with a disability.

### Complaint Process

Escambia County Alabama Transit System is in full compliance with Title VI of the Civil Rights Acts of 1964, the Civil Rights Restorations Act of 1987, and all related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Escambia County Alabama Transit System. For more information regarding civil rights complaints forms call (251) 867-0584. Or reach us at:

**Escambia County Alabama Transit System**  
P. O. Box 848, Brewton, AL 36427  
www.co.escambia.al.us

### Requests for Reasonable Modification Policy

**Policy:** In accordance with the Americans with Disabilities Acts (ADA) and directives from the Federal Transit Administration, Escambia County Alabama Transit System 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. Escambia County Alabama Transit System 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 a Sound Transit System

Considerations when making a reasonable modification request:

- Individuals requesting modification 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.

Within the scope of the ADA and reasonable modification, if Escambia County 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 use the Reasonable Modification Request Form, or contact Escambia County Alabama Transit System ADA Coordinator for assistance.

Gwendolyn Grimes  
ECATS Director  
Escambia County Alabama Transit System  
(251) 867-0584

You may be asked to complete a request form. Escambia Alabama Transit System will review the request in accordance with its reasonable modification plan. Escambia County Alabama Transit System strives to respond, in writing, to reach request with 15 calendar days.

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

### Contract Service

This service is provided to human/social service and other agencies under third transportation service agreements. This service requires full coast recovery and must be coordinated with regular general publish transportation.