



MAX VIP Rider's Guide



Birmingham-Jefferson County Transit Authority

Hours of Operation

Monday-Friday 4:00 a.m.-11:30 p.m. CST

Saturday 4:00 a.m.-12:00 p.m. CST

Sunday- No Service- Offices are closed

Contact us

2121 Reverend Abraham Woods Jr. Boulevard
Suite 500 - Birmingham, Alabama 35203

(205) 521-0180 - www.bjcta.org

Updated: 09/13/16

MAX Service Area?

ADA paratransit service is provided to residents of the Birmingham Metro Area who are ADA eligible in accordance with the ADA regulations on eligibility. The origin and destination of each trip must be within the MAX service area which includes a ¾ mile corridor which surrounds the regular fixed-routes.

Who is Eligible to Apply?

The ADA defines eligibility for complementary paratransit service in 49 CFR Section 37.123 of the federal regulations. Eligibility is limited to people who fall within one of the following three categories into which eligible persons are placed according to their degree of disability.

- Inability to Navigate System Independently
- Lack of Accessible Vehicles, Stations, or Bus Stops
- Specific Impairment-Related Condition

How to Apply?

To apply for the MAX VIP program, the prospective user must complete an application identifying his or her mobility impairment.

- To obtain an application you can:
 - Contact the ADA Officer at (205) 521-9048
 - Visit us at: 2121 Reverend Abraham Woods Jr. Blvd. - Suite 500 - Birmingham, AL 35203
 - Visit www.bjcta.org
- Send your completed application to:
 - Birmingham Jefferson County Transit Authority
MAX-VIP Attention: ADA Officer
2121 Reverend Abraham Woods Jr. Blvd. - Suite 500 -
Birmingham, AL 35203
- Upon receipt of your completed application the ADA Officer will have 21 days to make a determination regarding your eligibility. A determination letter will be mailed regarding your eligibility.
 - Unconditional Eligibility
 - Temporary Disability
 - Conditional Eligibility
 - Presumptive Eligibility

- Those who are denied eligibility will be provided with the reasons why eligibility was denied and the procedures which can be utilized to appeal the decision.

Appeals

Following eligibility determination, the applicant will be notified their status by letter. Those who are denied eligibility will be provided with the reasons why eligibility was denied and the procedures which can be utilized to appeal the decision as documented below:

- Any person who is determined to be ineligible or who are denied eligibility for ADA paratransit service will be allowed to appeal, in person, by phone, or in writing, within 60 days of the date of the ineligibility letter.
- The date for the hearing of the appeal will be no later than 21 days after the postmark date of the letter requesting the appeal.
- The individual making the appeal has the right to be heard in person and may be represented by an individual of his or her choice. You are not required to attend the hearing. The individual may submit additional documentation prior to or at an appeal hearing.

Out of Area Visitor Riding Privileges

The MAX VIP will honor ADA certifications and provide complementary paratransit service for visitors.

Eligibility will be granted based on either of the two conditions:

- Jurisdiction
- Proof of Residency

How to reserve a trip?

Call (205) 521-0180 between the hours of 8:00 a.m. until 5:00 p.m. Hearing-impaired or speech-impaired customers can call Alabama Relay 711.

Information to provide to the reservationist

- Your first and last name.
- Your daytime telephone number
- The date of your requested trip.
- Your preferred pick-up and return times.
- Your origin and destination addresses
- If you will be traveling with a PCA, guest (including children), or a service animal.

- If you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment.
- Any additional information the driver may need to help you travel.

Note: The van may arrive in a time window of up to ten (10) minutes prior to and/or up to twenty (20) minutes after the time scheduled for the pick-up. Drivers will wait five (5) minutes from the time the van arrives within the allowed window.

Cancellations

Should be made 2 hours before the scheduled pick-up time.

- A late cancellation is a trip that is not canceled at least two (2) hours before the scheduled pick-up time. This includes trips canceled at the door.
- Cancellations made less than 2 hours prior to pick up will be regarded as a “No Show”, unless there are extenuating circumstances.
- A no-show occurs when a passenger fails to board the MAX VIP vehicle within five (5) minutes after it arrives within the pick-up window.

Penalties for No-Shows & Late Cancellations

Number of Violations	Penalty
First Violation	Written Warning
Second Violation	7 day Suspension
Third Violation	14 Day (2 week) Suspension
Subsequent Violations	21 Day (3 week) Suspension

Vehicles & Drivers

MAX VIP service is provided by using a variety of vehicles. You must ride in the vehicle that is sent to pick you up. Special requests by passengers for specific vehicles and drivers will not be honored.

- **Passenger Assistance:** Drivers will assist the customer on or off the vehicle.
- **Packages:** Passengers are responsible for all packages they bring on the vehicle. Because the vehicle will be shared, customers must limit their packages to what they can carry in one load.

Mobility Aids

Customers may travel with mobility aids such as:

- Oxygen
- Walkers
- Canes
- Crutches
- Wheelchairs
- Other approved medical – Contact the ADA Officer to insure that your medical equipment is approved at (205) 205-521-9048.

Non-Discrimination

MAX VIP will not directly or through contractual or other arrangements, discriminate on the basis of race, color, creed, gender, national origin, or disability in the provision of services, program benefits, or employment. The system provides fully accessible transportation for persons with disabilities.

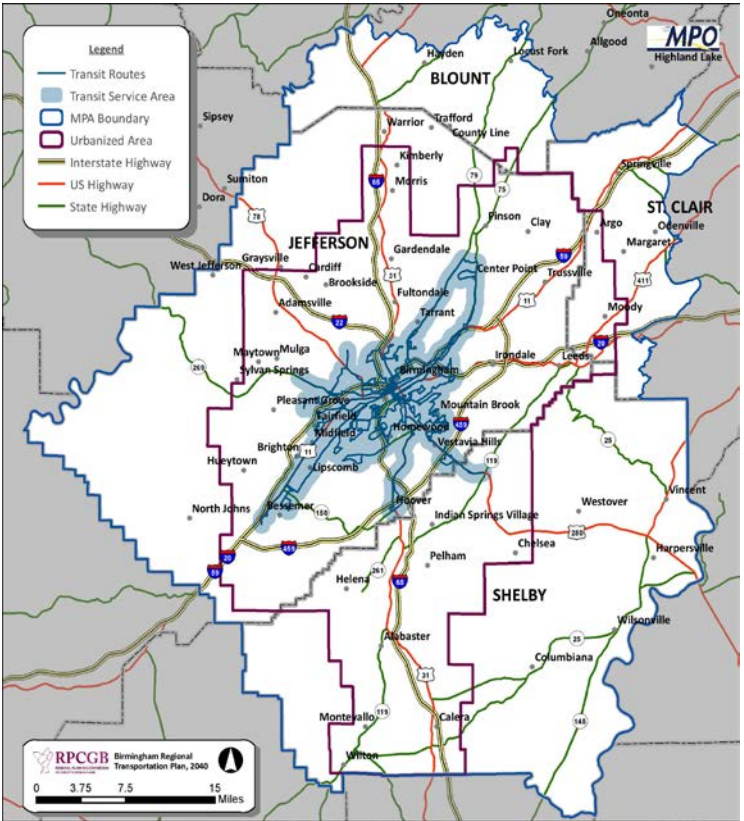
MAX VIP strives to provide the most efficient and comfortable service possible. We value our riders and hope that their positive experiences with MAX VIP will attract additional customers.

Paratransit Fares

One-Way Trip Ticket	\$2.00
Paratransit 10 Ride Ticket	\$20.00
Paratransit Monthly Pass	\$80.00
Personal Care Attendants (PCA)	Free

Operators cannot give change, and are not allow to accept tips or gratuities.

MAX Service Area



Thanks for choosing MAX VIP for your transportation needs.