**BJCTA Announces Change in Customer Care Center Hours of Operation***Change will be implemented on June 3, 2019.*

**Birmingham, AL (May 3, 2019) –** Beginning Monday, June 3rd the Birmingham-Jefferson County Transit Authority Customer Care Center will open later Monday through Saturday and close one hour earlier on Saturday in the Fixed Route Center. The Paratransit Center will only open for five hours on Sunday. These changes were based on data collected which show a limited call pattern before 5:30 AM and after 8 PM. Weekly hours are outlined as follows:

|  |  |
| --- | --- |
| *FIXED ROUTE* | *PARATRANSIT* |
|  |  |
| *MONDAY – FRIDAY* | ***MONDAY – FRIDAY*** |
| *5:30 AM – 9:00 PM* | *5:30 AM – 9:00 PM* |
|  |  |
| *SATURDAY* | ***SATURDAY*** |
| *6:00 AM – 8:00 PM* | *6:00 AM – 8:00 PM* |
|  |  |
| *SUNDAY* | ***SUNDAY*** |
| *CLOSED* | *12:00 PM – 5:00 PM* |
|  |  |

The Customer Care Center, which can be reached by calling (205) 521-0101, is available to answer riders questions and assist with any issues or concerns.

“We are continually looking at everything we do in an effort to offer our riders the best service possible,” said Myrna Pittman, director of customer care and marketing. “It is important that our customer care center be open the hours when the largest number of our riders require assistance, therefore we made the changes to reflect that.”

The Birmingham-Jefferson County Transit Authority is the public transportation leader in Central Alabama. The Authority averages three million riders per year with more than 300 employees. For more information, visit www.maxtransit.org.

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