



*\*\*This information is based on the initial proposal and is subject to change*

## **Proposed Route Modifications & Fare Increase**

### **Frequently Asked Questions**

**1. Why is the BJCTA/MAX proposing fare increases?**

The BJCTA is proposing fare increases due to the lack of funding from the City of Birmingham, the largest municipality that it serves. Over the past three years, the City of Birmingham has not provided the level of funding that is needed to pay for the service hours that BJCTA has provided in the city. The BJCTA has provided service at a cost of in excess of for \$15 million for 2017, 2018, and 2019 and the City of Birmingham has only paid \$10.8 million in 2017 and 2018 and only \$10 million in 2019. This means that the authority has operated at a deficit. The agency cannot continue to operate with a deficit and therefore needs to increase fares as well as make changes in other areas to sustain.

**2. Why is the BJCTA reducing bus service hours and combining routes in the City of Birmingham?**

Service reductions are necessary due to the lack of funding as described in question #1. BJCTA is proposing route consolidations on some routes and only two eliminations in the City of Birmingham.

**3. When was the last time the fare was increased and how often does the BJCTA raise fares?**

BJCTA has only increased fares three times since 1980 when the fare for a single pass was \$.95. That fare was increased to \$1.00 in 1995 and the most recent fare increase was for \$1.25 in 2008.

**4. Since BJCTA has not raised fares in over 10 years, will the BJCTA have regular fare modifications over time?**

The BJCTA will most likely begin reviewing our fares every two to three years, which is a practice of most transit agencies in the U.S.

**5. With the proposed fare increases, is there a savings benefit if a day pass or monthly pass is purchased?**

Not currently, however, this may be reviewed later.

**6. How is the BJCTA funded?**

The BJCTA receives local funding and federal funding through grants. We do not receive any funding from the State of Alabama. Alabama is one of four states that do not dedicate funding to its public transit system. The other states are Arizona, Hawaii, and Utah.



**7. What does the BJCTA do with the information received from riders during public information meetings?**

The agency types up all comments, compiles and categorizes the data, and then sends it to the appropriate department leader for a response, if one is necessary.

We are required by the Federal Transportation Administration (FTA) to hold public information meetings when proposing changes to routes and fares, as well as to retain the data from those meetings.

**8. How early will service start on most routes? Will my last bus leave Central Station at 7 PM or the end of the line at 7 PM?**

This depends on the route so please review the details about proposed changes that are attached or on our website.

**9. With the changes to bus service within the City of Birmingham, will the bus service in neighboring cities be reduced?**

The BJCTA has no plans to reduce service in the other municipalities that it serves, unless those cities desire changes or if they are not able to fully fund the cost of providing service in their areas. The level of service provided is contingent upon what the cities are willing to pay for. If a city requests a service reduction, we must accommodate them.

**10. How will my paratransit rides change as a result of the reduced service hours in Birmingham?**

MAX mission is to provide safe, reliable, and excellent transportation to all riders including individuals with disabilities that may prevent them from utilizing our fixed route buses. MAX receives federal funding and is required to offer complementary Paratransit service to our riders. This service is a shared-ride, curb-to-curb service that operates along the same routes, and during the same hours as fixed route buses within Birmingham City- Jefferson County limits. The proposed fare for a one-way pass is proposed to increase from \$2.00 to \$4.00.

**11. I'm a paratransit rider on a fixed income. Are there other options available to me to help with the cost of my ride?**

There are a few options you may desire to review:

- Paratransit service is an eligible expense for reimbursement under Medicare in some instances.
- Paratransit riders can ride fixed route for free.
- ClasTran service picks up where BJCTA leaves off.



**12. Will the BJCTA consider offering a one-week or two-week pass instead of only a one-day pass and 31-day pass?**

A two-week pass has been added to an updated fare increase proposal. See chart for details. More information will be coming soon.

**13. Why was the two-hour pass removed and will it be added back?**

After receiving feedback from our riders about the importance of the of the two-hour pass, particularly as it relates to transfers, we will add this fare back. See chart for details.

**14. Is the BJCTA going to develop an app for customers to use for mobile fare payments?**

The BJCTA is currently reviewing this option and will provide more details later.

**15. What can I do as a citizen to express my concerns to the City of Birmingham?**

Attend a city council meeting and voice your concerns.

**16. What other options are available to me since my route now ends at 7PM?**

The BJCTA is looking into providing a micro transit option. Microtransit is a service that will utilize smaller vehicles that customers can make a reservation to be picked up from Central Station and taken to their address or vice versa. The details for microtransit have not been completed at this time, and may not be completed by September 23<sup>rd</sup>, but we will update our riders when this is done.

**17. How do I contact the BJCTA if I have additional questions about how my ride will change?**

Please call and speak with a Customer Care associate at 205-521-0101. You can also visit our website at [www.maxtransit.org](http://www.maxtransit.org) or visit the counter at Central Station for more information.

**18. Are the route modifications and fare increase final?**

No. These are proposed increases. There will be a final recommendation made to the BJCTA Board of Directors. The Board will decide based on a vote.

**19. Will there be updates to the proposed route modifications prior to the BJCTA Board's vote?**

We are reviewing the proposed routes based on the feedback from our riders to determine if changes will be made. More information will be coming soon.