



Route Modifications & Fare Increases

Effective: November 4, 2019

Frequently Asked Questions

1. Why is the BJCTA/MAX increasing fares?

The BJCTA and the City of Birmingham share the responsibility for the need for fare increases. Since 2017, BJCTA neglected to modify the routes in the City in accordance with the amount of funding that the City provided. In addition, BJCTA has not had a fare increase since 2011 and increasing the fares will assist with the normal operating cost associated with efficiently operating the transit authority.

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

Service modifications are necessary to reduce redundancy of our routes and to be more cost effective due to the decrease of funding from the City of Birmingham. The BJCTA has provided service at a cost of in excess of \$15 million for 2017, 2018, and 2019 and the City of Birmingham only paid \$10.8 million in 2017 and 2018 and \$10 million in 2019. This means that the authority has operated at a deficit and can no longer afford to do so.

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 fare increases, is there a savings benefit of 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 visit 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. *Due to the feedback that riders gave us, we have decided to not make any changes to the Paratransit fares at this time.*

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?

After reviewing the feedback from our riders, *we have decided not to increase the paratransit fares. Listed below are other options you may eligible for:*

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



12. Why does BJCTA not have a pass for one-way fare?

Effective the November 4, 2019, we will begin providing one-way passes. Customers will still have the option to pay with cash.

13. 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 for fixed route has been added to an updated fare increase proposal. See chart for details. More information will be coming soon.

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

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

15. 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.

16. 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.

17. 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 micro transit have not been completed at this time. But we will update our riders when this is done.

18. Are the route modifications and fare increase final?

Yes, effective November 4, 2019.

19. Will there be updates to the route modifications.

We are reviewing the proposed routes based on the feedback from our riders, so we do expect slight changes to some of the routes.

20. 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 or visit the counter at Central Station for more information.



Updated Proposed Fare Increases

Effective: November 4, 2019

Description	Current Fares	Proposed Increase
One Way Adult	\$1.25	\$1.50
Children 0-5 years	Free	Free
Student (Grade 1 st -12 th) Valid ID	\$0.80	\$1.00
*Persons with disabilities, Seniors 62+ with Valid ID, Military ID, or Medicare Card	\$0.60	\$0.75
Magic City Connector (One Way) Adult	\$0.25	\$0.30
* Persons with disabilities, Seniors 62+ with Valid ID, Military ID, or Medicare Card	\$0.10	\$0.15
All Day Pass Adult	\$3.00	\$3.50
Student (Grade 1 st - 12 th) Valid ID	\$1.50	\$2.00
* Persons with disabilities, Seniors 62+ with Valid ID, Military ID, or Medicare Card	\$1.50	\$2.00
Two Hour Pass	\$1.50	\$2.00
Monthly Pass Adult	\$44.00	\$53.00
Student (Grade 1 st - 12 th) Valid ID	\$25.00	\$30.00
Access Pass * Persons with disabilities, Seniors 62+ with Valid ID, Military ID, or Medicare Card	\$21.00	\$25.00
Two – Week Pass Adult		\$26.50
Student (Grade 1 st - 12 th) Valid ID		\$15.00
* Persons with disabilities, Seniors 62+ with Valid ID, Military ID, or Medicare Card		\$12.50
Certified Paratransit Riders (Valid ID) Monthly	\$80.00	\$80.00
Paratransit One Way	\$2.00	\$2.00
Paratransit Ticket Book (10 Tickets)	\$20.00	\$20.00
U Monthly Pass College students with Valid ID	\$36.00	\$40.00



Certified Paratransit riders with valid ID may ride Fixed-Route services at no cost.