Steps to Acquire Visitor Privileges

It is important to notify the BJCTA/MAX Paratransit Department of your anticipated arrival date as soon as possible. As a visitor you are allowed 21 days of service. To be transported in our city you will need to:

1. Persons Currently Certified for Paratransit Service:
   a. Provide your eligibility card from transit agency in your City or
   b. Request that your transit agency fax your eligibility information to us

2. Persons Requesting Presumptive Eligibility
   • Available to individuals with disabilities who have not been certified by a Paratransit provider
   • Individuals must provide place of residence and nature of disability that meets eligibility requirements.

For additional Information
Phone Number (659)903-2409 ext.1029 or Alabama Relay 711

For in person request visit our ADA Office at:
BJCTA/MAX
1801 Morris Avenue
Birmingham, AL 35203

3. Acquire Fare: (One Way Ticket $2.00)
   • You should have valid fare when you board the Paratransit vehicle.
   • You, a friend or family member, or a person of your choice can purchase tickets from Central Station for you.
   • You may use cash when boarding bus. We request that you have exact fare because operators do not carry cash.

For in person pick up:
Central Station
1701 Morris Avenue
Birmingham, AL 35203
Tickets purchased by mail using a check or money order (tickets are $2.00 each).
BJCTA/MAX Finance Department
1801 Morris Avenue
Birmingham, AL 35203

4. Scheduling Transportation
   a. To schedule transportation please dial (205) 521-0180 and when prompted select option (2). Passengers with vision loss or hearing impairments use Alabama Relay 711
   b. Call the Scheduling Department by 5:00 p.m. the day before transportation is needed.
   c. Trips can be scheduled up to 5 days in advance.
   d. Please provide address for pick up and drop off as well as times requested.
   e. Inform scheduler if you will have a PCA, companion or service animal.

If you will be in our jurisdiction and will require more than the 21 days of service you may complete a Paratransit application, and a Paratransit Riders Guide will be provided upon request.

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