

CONNECTING TO BIRMINGHAM ON  
DEMAND POWERED BY VIA

# FAQ's

**max**  
CONNECT

**STARTING MAY 15, 2023**

Birmingham On-Demand powered by Via is the city's on-demand transportation service. When you are ready to go, simply book a ride within either the City Center zone or the new East Side zone and we will get you there with ease. Commute, explore the sights, or get just about anywhere you need without breaking the bank.

**PRICE:**

*\$1.50 per ride.*

*Additional passengers ride for only \$0.75 each.*

**SERVICE HOURS:**

*CITY CENTER*

*Monday to Friday 6am - 11pm*

*Saturday 10am - 11pm*

*Nighttime zone available from 7pm - 11pm*

*EAST SIDE*

*Monday to Friday 6am - 8pm*

*Saturday 10am - 8pm*

**EASY WAYS TO PAY:** *Credit or debit card only.*

**ACCESSIBILITY:** *Wheelchair accessible vehicles are available. \* (Book ahead)*



**Birmingham**  
**ON-DEMAND**

**Q: Why is there an additional fare to connect to the BX?**

*A: Currently, if riders choose to connect to the Birmingham Xpress (BX) an additional ticket is required. The BX is a Bus Rapid Transit System (BRT) developed in partnership with the City of Birmingham. BRT is a premium service providing riders with increased frequency between routes and travel in less time. BRT travel time is reduced with the utilization of bus only lanes, priority traffic signals and pre-purchased scannable tickets.*

- *Pre-purchased Scannable Tickets prevent the operator from accepting fares or providing change. Incorporating this technology saves time, increases efficiency, and provides better reliability. Tickets can be purchased by using the BX app, at ticket vending machines, at Transit Centers, or at Central Station.*

*Unfortunately, BRT technology is not yet available on MAX buses. MAX is currently working to update the ticketing system and make it compatible with new technologies. While we update, we ask for your patience and understanding. If riders choose to connect from MAX to the BX (or vice versa) a separate ticket will be required. However, please note that an option is available which allows riders to connect to most routes and continue into downtown at no additional cost.*

**Q: Why is there an additional fare to connect to Birmingham On-Demand powered by Via?**

*A: Birmingham On-Demand is a stand-alone service created in partnership with the City of Birmingham and MAX. However, the service is powered or managed by Via. This is a separate service and fares are not transferable between MAX and Birmingham On-Demand powered by Via. Riders are required to book services for Birmingham On-Demand by using the Birmingham On-Demand app, calling 205.236.0768, or going online to [www.cityridewithvia.com](http://www.cityridewithvia.com).*

**Q: Are there any options, other than Birmingham On-Demand powered by Via available for riders?**

*A: To ensure that riders have the opportunity to adjust to the updates impacting the Route 12, 18 and 43, MAX will provide the No Rider Left Behind initiative for 30 days (5/15/23 – 6/15/23). This service will allow riders to receive service from temporary pick-up locations. No Rider Left Behind is a free service to riders in these areas during the transition period. For more information go online to [www.maxtransit.org/NRLB](http://www.maxtransit.org/NRLB).*

**Q: When will new route(s) be implemented?**

*A: New routes will be implemented on Monday, May 15, 2023.*

