



CONNECTING TO THE BIRMINGHAM XPRESS

FAQ's

STARTING MAY 15, 2023

Q: How do I access alternate stops?

A: If your route is no longer being serviced, information on alternate stops is listed below. You can also speak to a customer service representative to plan your route at 205.521.0101.

- **Route 7 (Fairfield)**
 - *Route 7 is a new route servicing the Fairfield area. Riders can continue into downtown by connecting to the BX. Riders can also take the Route 45 Bessemer at no additional cost or visit one of our Transit Centers.*
- **Route 12 (Highland)**
 - *Route 12 will receive TEMPORARY service from Birmingham On-Demand powered by Via through 6/15/2023. Call 205.236.0768 to book a ride or go to www.cityridewithvia.com to download the app. Additional updates will be provided regarding permanent service. Please stay connected for updates via maxtransit.org/connect.*
- **Route 17 (Eastwood)**
 - *Route 17 will be serviced by MAX and required to connect to downtown at the BX East Terminal or by taking Route 25 CenterPoint at no additional cost.*
- **Route 18 (Fountain Heights)**
 - *Route 18 will receive permanent service from Birmingham On-Demand powered by Via. Call 205.236.0768 to book a ride or go to www.cityridewithvia.com to download the app.*
- **Route 25 (CenterPoint)**
 - *Route 25 will be serviced by MAX and stop at the BX East Terminal. Riders can remain on Route 25 to continue downtown at no additional cost.*

- **Route 43 (Birmingham Zoo)**
 - Route 43 will receive temporary service from Birmingham On-Demand powered by Via for 30 days. Call 205.236.0768 to book a ride or go to www.cityridewith-via.com to download the app. Additional updates will be provided regarding permanent service. Please stay connected for updates via maxtransit.org/connect.
- **Route 48 (South Powderly)**
 - Route 48 will be serviced by MAX and connects to downtown at the BX 6th Avenue South platform.

Q: How will the route modification affect my commute?

A: The route modification may impact the timing and duration of your commute. You may also be required to pay an additional fare to connect. For most routes, there is an option for connectivity that does not require any additional cost.

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.

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.

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

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

Q: Will fares change due to the route modifications?

A: No, fares will remain the same during this time. However, an additional fare may be required to transfers between the MAX bus, the Birmingham Xpress (BX), or Birmingham On-Demand powered by Via.

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