



# FAQ'S ON-DEMAND



## **Q: When will route modifications be implemented?**

A: Route modifications will begin on Monday, May 20, 2024.

## **Q: Why are bus routes being modified?**

A: Bus routes will be modified as part of the 70/30 plan, an initiative by MAX aimed at enhancing transportation services. Under this plan, MAX is adjusting 100% of fixed-route coverage to 70% and implementing micro transit service to 30% of the Birmingham - Jefferson County area. The MAX On-Demand service is designed to improve connectivity, ensuring that customers have access to multiple transportation options within the area.

## **Q: How will the route modifications impact my commute?**

A: The route modification will have varying effects on your commute depending on the specific route you use:

1. Route 14 Idlewild/Palisades: You can expect shorter wait times between buses, which means more frequent service and potentially quicker journeys.
2. Route 17 Eastwood: There will be no changes to this route. Timing and duration of Route 17 will remain the same.
3. Route 20 Kingston: The route will now end at Woodlawn Transit Center. If your destination is within the Kingston/Inglenook/Woodlawn area, MAX On-Demand service will be available.

**VISIT [MAXTRANSIT.ORG/ONDEMAND](https://maxtransit.org/ondemand) OR CALL 205-521-0101 FOR MORE INFO.**



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## Q: What is MAX On-Demand?

A: MAX On-Demand is a new shared ride service offered by MAX, providing a more flexible & personalized transportation experience. To utilize this service, rides must be reserved through the Birmingham On-Demand app. MAX On-Demand is designed to offer corner-to-corner service, meaning it will pick up & drop off passengers at specific locations within the designated zone.

## Q: How do I book a ride?

A: To book a ride with MAX On-Demand, follow these steps:

1. Download the Birmingham On-Demand app: Available free on Apple & Android devices.
2. Set up an account: Once you've downloaded the app, create an account.
3. Choose pick-up and destination: Specify your desired pick-up location & destination within the designated zone.
4. Purchase the ride: Confirm your booking & proceed to purchase the ride through the app.
5. Receive real-time updates: Stay informed with real-time updates on your ride status, including the estimated time of arrival & any changes to your booking.

## Q: How much does MAX On-Demand cost?

A: Each one-way trip costs \$1.50 per person & .75 cents for each guest passenger.

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