

MAX Transit 70/30 Plan – Frequently Asked Questions (FAQs)

1. What is the 70/30 Plan?

The 70/30 Plan is MAX Transit's new service model. It means 70% of our service will focus on fixed bus routes, and 30% will be MAX On-Demand micro-transit, a flexible ride option you can book with an app or by phone. The 70/30 Plan improves performance, reduces wait times, expands options, and makes transit more accessible for seniors, low-income households, minority communities, and people without cars.

2. Why is MAX Transit changing its service?

We're improving performance to better serve riders. Some routes are underused, buses run late, and there are staffing challenges. The 70/30 Plan lets us provide faster, more reliable, and more flexible service where it's needed most.

3. Is MAX cutting routes?

This is reallocation not elimination. We're shifting resources from low-use routes to improve high-demand ones and expand service through MAX On-Demand in other areas.

4. What is MAX On-Demand?

MAX On-Demand is a shared ride service you can schedule in real time through an app or by calling in.

5. How much does MAX On-Demand cost?

Currently, the cost is \$1.50 per ride and \$0.75 for each additional passenger in your group. Beginning January 2026, Rides will cost \$2.50 per ride and the cost for additional passengers will remain at \$.75.

6. Which neighborhoods or areas will be covered by Max On-Demand?

MAX On-Demand will cover areas where fixed routes are being replaced or combined. It's also expanding to serve communities with fewer transportation options or special mobility needs. These changes will help make your travel easier. Specific areas of coverage can be found on our website <https://maxtransit.org/>.

7. How do I use MAX On-Demand?

- Download the MAX On-Demand app
- Or call to schedule a ride at 205.521.0133
- Select your pickup spot and destination
- Track your ride in real time
- Rides operate Monday–Saturday, 5 a.m. – 9 p.m.

8. Is MAX On-Demand accessible for people with disabilities?

Yes! We offer wheelchair-accessible vehicles. Just select the option in your app profile or request it when you call. In addition, paratransit services are available for riders who qualify for those services. Learn more about requirements for paratransit service at our website:

www.maxtransit.org/paratransit/

9. Will there be any changes to the Magic City Connector or Birmingham Xpress?

No, these transit options will continue to operate at the same capacity and servicing the same routes.