What if I'm not ready at pick-up time?
You must notify our office when you realize you will not be ready as scheduled. Doing so will prevent a no-show and allow us advance notice to attempt to have a driver available when you call for a pick-up. However, it could take as long as two (2) hours before we can dispatch a vehicle back to you.

What if a vehicle does not arrive at my scheduled time?
If your vehicle has not arrived at the scheduled pick-up time, please allow at least fifteen (15) minutes after the scheduled pick-up before notifying our office. Once we are contacted, we will provide an estimated time the driver will arrive. We will make every effort to contact you prior if we are aware that there will be a delay in your scheduled trip.

How do I cancel a scheduled trip(s)?
Call our office at least the day before, but no later than one (1) hour prior to your scheduled trip(s). Failure to cancel scheduled trip(s) will result in a no-show.

Can I take my family pet?
Not under any circumstances can a family pet(s) be allowed on a mobility bus. Only certified service animals are allowed on a mobility bus.

Do I have to wear seat belts or restraints?
Yes, passengers are required to wear seat belts and/or other restraint devices provided by the Second Line Transit. If you have documentation from a physician indicating an inability to wear a restraint device due to medical or other condition(s), you will not be required to. The Wave Transit reserves the right to refuse transportation if found unsafe for transport. All other refusals will result in denial of service.

Transporting packages
All riders should limit to six (6) small bags or one (1) large bag. Drivers cannot assist with packages. Passengers should limit their packages to what they can carry on/off the vehicle in one trip. For the safety of all riders, explosives, acids, flammable liquids, or other hazardous/illegal materials are prohibited. Belongings must be kept in your possession at all times.

Can I stay in my three-wheeled device?
For safety, all passengers in a three-wheeled mobility device must transfer to a fixed seat on the vehicle. Refusal to do so may result in denial of service.

Can drivers enter my residence of take me inside to appointments?
Under no circumstances can a driver enter your residence or take you inside to your appointments. Our service is limited to curb-to-curb service. Door-to-Door service is provided to extend help with wheelchairs or as a guide, providing the location of your door does not take drivers out of sight of his/her vehicle. Under no circumstances can a driver leave his/her vehicle unattended.

I am a visitor; can I use MAP?
Yes, with an advance notice to our office along with your proper ADA eligibility documents, service can be provided for a total period of twenty-one (21) days within one (1) year. Visitors are subject to all rules and regulations.

What is considered inconsiderate behavior?
- Passengers may not eat, drink smoke, use profanity or spit on the bus.
- No fighting, threats, violence or abusive treatment.
- Service will be refused without notice if a passenger engages in violent, seriously disruptive or illegal conduct.
- Abuse, putting others in harms way and creating an unsafe environment can result in suspension of service.

If I have been charged with a violation will I have a change to present an explanation prior to suspension/termination?
Clients that establish a pattern or practice of abuse and offensive hygiene will be notified by mail from a Wave Transit appointee of intent, along with details supporting intent. Clients will be given an opportunity to be heard prior to suspension/termination unless violation warrants an immediate termination for acts of violence, serious threats, offensive hygiene or behavior.

How do I place a complaint or compliment?
For complaints, please visit RideSecondLine.com, email support@ridesecondline.com, or call customer service at (251) 344-6600.

Scan to download the Second Line Transit app.

RideSecondLine.com
(251) 344-6600

Mobility Assistance Program

Paratransit User Guide



Last updated
Sep 28, 2026

SECOND LINE TRANSIT

This is a user guide for MAP
To ensure you have a great experience with our transportation service, Second Line Transit created this user guide to help you fully understand the Mobility Assistance Program (MAP). Please take the time to read this guide or have someone read it to you to avoid any misunderstandings about the services offered. After you have read this guide or someone has read it to you, if you still have questions or concerns, contact us at (251) 344-6600, Monday - Friday, 8 am - 5 pm.

What is paratransit (MAP) transportation?
As defined by the Americans with Disabilities Act (ADA) of 1990, persons with a physical or functional disability which limits their capacity to use accessible fixed route public transportation may be eligible for demand-response transportation service. We offer this service through our Paratransit Mobility Assistance Program (MAP).

If you believe you qualify, please read this informational brochure or call the Paratransit Department at (251) 344-6600. Customer Service personnel are available to assist you between the hours of 8am - 5pm Monday through Friday.

Mobility Assistance Program (MAP)
The Mobility Assistance Program (MAP) is a complementary shared-ride transportation option where reservations are made the day before and up to 14 days in advance. This service is curb-to-curb (door-to-door if assistance is needed). The cost per trip is $2.50 in the form of a Mobility MyWAVE card or digital MAP ticket.

Who qualifies for MAP?
- Individuals who reside within ¾ of a mile of our established fixed bus route, that have a disability which disables them from boarding, riding or disembarking from an accessible vehicle without the assistance of another person (except for the operation of a lift or other boarding device).
- Persons with a disability who could ride an accessible vehicle but the route is not accessible.
- Persons with a disability who have a specific impairment-related condition that prevents the person from traveling to or from a boarding/ disembarking location.
- Persons with a temporary disability condition who meet ADA requirements.

How do I apply for MAP services?

Follow the steps below to apply for MAP services:

1. Applications can be retained by telephone request by calling (251) 344-6600, or you can visit us on our website at RideSecondLine.com. You can also pick one up at 110 Beauregard Street, Suite 104, Mobile, AL 36602. To avoid delays, please make sure all areas of the application are complete; a N/A response to any question is not acceptable. Once completed application is received it could take up to twenty-one (21) business days to process.
2. There will be an in-person functional assessment for all applicants.

How is paratransit eligibility determined?
Disability alone does not determine Paratransit eligibility. Your eligibility can be classified as:

- Conditional (some trips)
- Unconditional (all trips)
- Temporary (less than 3 years)

Once I am certified for the service, is it permanent?
No. Certification is for three (3) years. It is recommended that clients request an application for recertification at least three (3) months prior to their expiration date located on their MAP ID to avoid any service interruptions.

If I meet ADA requirements but I am outside the service area can I still be certified?
Yes, if you meet ADA requirements and establish an accessible and permanent alternate pick-up and drop-off location within our service area, you can still be certified.

What are the boundaries of MAP fixed route services?
If you reside more than ¾ miles outside these corridors, you are outside the service area.
- North of the Prichard Hub (410 West Lovejoy Loop)
- West of I-65 past Berkley & Highway 45
- West of I-65 past Airport & Mobile Regional Airport
- West of I-65 past Rangeline Road & Highway 90 (Wal-Mart)

How do I pay for these services?
The new secure, reloadable Mobility MyWAVE Smart Card is the smart, reliable and faster way for mobility passengers to pay. Passengers can purchase a Mobility MYWAVE card from the GM & O Transportation Center at 110 Beauregard St. for $4. Passengers can also load their digital wallet with MAP rides with the MyWAVE Mobile App available for iPhone and Android devices.

Who can travel with a personal care attendant (PCA)?
Any certified MAP client can travel with a PCA at no additional cost.

If I bring someone else with me, do they pay?
Yes, companions must pay the same fare as the ADA eligible individual in the form of a Mobility MyWAVE card or digital MAP ticket.

Can children accompany me on my trips?
For safety, children that are ages 7-11 can accompany you as a companion, and they must pay the same fare as the ADA-eligible individual in the form of a Mobility MyWAVE card or digital MAP ticket. A child twelve (12) and older can accompany you as a PCA at no additional cost. The Wave Transit reserves the right to require proof of age.

How do I schedule trips?
To schedule trip(s), call our reservation line at (251) 344-6600 Monday - Friday from 8am to 5pm, at least the day before your trip. On Saturday, Sunday and Holidays calls for reservations are answered by our automatic recorder.

What information do I need to make reservations?
When calling to make reservations, you must provide your name, pick-up address, drop-off address, appointment time, the nature of your trip, whether you will be traveling with a PCA, companion, or service animal, and whether this is a one-way or round-trip. If you are making a round-trip, you must provide a return pick-up time and a telephone number to reach you if possible. If you require several stops, you must schedule them. Drivers will not make unscheduled stops.

What do I need to do after my reservation is made?
Due to high demands for service, dispatch can schedule your trip(s) as early as one (1) hour before your requested time or as late as one (1) hour after your requested time. You should call after 5pm the day before the requested trip to get your actual scheduled pick-up times.

What to do when my vehicle arrives?
When your vehicle arrives you must board the vehicle as soon as possible (The driver will only wait five (5) minutes past scheduled pick-up time). Have your Mobility MyWAVE card or digital MAP ticket ready before boarding.

When do I need to be ready?
After you have confirmed your scheduled pick-up time, you must be ready at least fifteen (15) minutes before the scheduled pick-up time. COURTESY CALLS ARE NOT REQUIRED.

What if I am not ready?
If you are not ready when your vehicle arrives, you will be allowed five (5) minutes after your scheduled pick-up time. After five (5) minutes of waiting, the driver must proceed due to high demand; this is considered a NO-SHOW.

What does no show mean?
A no-show is when a client fails to be ready at scheduled pick-up time, fails to cancel scheduled trips at least one (1) hour prior to scheduled pick-up time, or fails to be at scheduled return location at scheduled pick-up time. Abuse will result in suspension from services.

What happens when I no-show?
If you no-showed on the first part of your trip and do not contact our office within one (1) hour, all remaining trips will be cancelled. Abuse will result in denial of service.

What if I no-showed but I still need my trip?
You must contact our office as soon as possible and if we can we will dispatch a bus back to you. Please be advised this could take up to two (2) hours.

What if I am ready for my trip early?
If you are ready earlier than scheduled, call our office and if possible, the driver will pick you up earlier.