

Mobile's Transit Future

FAQs On Proposed New Transit Network Changes

General Engagement Questions

1. Are these changes final?

- No. The current proposal is a draft for public feedback. Community input is essential and will help shape the final service design before implementation.

2. When will these changes take effect?

- Final service changes are tentatively planned for launch in July 2026, following the conclusion of the transition and engagement period. More detailed information will be released in June.

3. Where can I find more information on the draft proposal?

- Detailed maps and service scenarios are available on the project's [public engagement page](#).
- You can also come talk to us, ask questions, and give feedback during one of the following information sessions:
 - Wednesday, May 13 2026, 3:30 - 6:30 PM, at the Thomas Sullivan Community Center
 - Thursday, May 14 2026, 3:30 - 6:30 PM, at the West Regional Library
 - Friday, May 15 2026, 11:30 AM - 2:00 PM, at the Ben May Main Library

4. How and where can I share feedback?

- Riders can share feedback through the [feedback form](#) on the project's public engagement page, in-person engagement sessions scheduled for May 13–15, or by calling the Wave customer service line: (251) 344-6600.
- The online feedback form will be available through May 22, 2026.

Microtransit & Fixed Route Transition

5. How does microtransit work?

- Microtransit is a flexible, on-demand transportation service powered by new technology. Passengers book trips using a mobile app or by calling a dispatcher, and a vehicle picks them up near their location. Rides are shared with other passengers traveling in the same direction.
- Microtransit rides will be available where fixed-route buses aren't.
- You can request a ride to or from anywhere in the zone.
- If the bus is a better option for your trip, you will not be offered a microtransit ride. We'll connect you to the bus when it makes sense for your journey.

6. Will microtransit cost more?

- No. Microtransit is intended to be a cost-effective part of our public transit network, with the same fares as the standard fixed-route service.

7. What if I don't have a smartphone?

- Riders without smartphones will be able to book rides by calling our dispatch center at (251) 344-6600.

8. Will microtransit be accessible?

- Yes. All microtransit services will include wheelchair-accessible vehicles (WAV) to ensure equitable access for all riders.

9. Why is my bus route being replaced by microtransit?

- The redesign aims to improve network efficiency by replacing underperforming fixed routes with more flexible, on-demand microtransit that can better serve areas with lower demand.

10. Will I see different vehicles?

- You will see a mix of standard The Wave branded vehicles and newer microtransit vans. While branding may be refreshed in the future, service quality remains our priority.

Paratransit Service

11. Will paratransit service change?

- While the overall paratransit zone is being updated to align with the new fixed-route network, we are committed to maintaining high levels of service and reliability.

12. I am an existing paratransit rider. How will the shrinking of the paratransit zone affect me?

- **You are grandfathered in.** All current paratransit riders will maintain their eligibility and service access, even if their current residence falls outside the newly defined 3/4-mile buffer zone.

13. What happens if I move to a new address outside the updated paratransit zone?

- Grandfathering applies to your current status and residence. For a new address, eligibility would normally be reassessed based on the address's proximity to the active fixed-route network. Please contact us for specific case-by-case guidance if this occurs.

14. How does the removal of a fixed bus route in my neighborhood affect my paratransit eligibility?

- For new applicants, eligibility is determined by the 3/4-mile radius around active fixed routes. For existing riders, your status is protected by our grandfathering policy.

15. Will the hours of operation for paratransit change?

- Hours are being adjusted based on the selected redesign scenario. Proposed spans include 6:00 AM – 8:00 PM on weekdays, with potential variations for weekends and holidays.

Payments

16. Can I still use my WAVE card or the MyWAVE app?

- Yes. The current payment methods, including WAVE cards and the MyWAVE app, will continue to be supported during and after the transition.