

The Mass Transportation Authority (MTA) is the agency authorized to provide public transportation services in Flint and Genesee County. The MTA's services include primary fixed routes, secondary routes (running only during designated times), dial-a-ride (known as Your Ride), specialized services for elderly and persons with disabilities, and maintenance of the Greater Flint Transportation Center, Community Service Centers, and Amtrak Rail Station in Flint.

The MTA is a public corporation led by a Board of Directors. Board members volunteer their time at no pay. Members have open meetings the third Thursday of each month at 1401 South Dort Highway, Flint, Michigan.

### GENERAL INFORMATION

The MTA is here to provide you with safe, reliable transportation services. If you have a question, suggestion or complaint about our service, or need information about route or time schedules, please contact us at one of the numbers listed below Monday through Friday between 8:00 a.m. and 5:00 p.m.

### Customer Service Information

**(810) 767-0100**

**Toll Free: 1-888-767-6950**

**Administration Offices: (810) 767-6950**

**After Hours: (810) 780-8981**

### Hearing Impaired:

Communication Access Center

**V/TTY: (810) 239-3112**

**Fax: (810) 239-1601**

**[www.cacdhh.org](http://www.cacdhh.org)**

Open Monday-Friday 8:00 a.m. to 5:00 p.m.

**[www.mtaflint.org](http://www.mtaflint.org)**



**MASS TRANSPORTATION AUTHORITY**

*Where public transportation goes, community grows!*

1401 S. Dort Hwy  
Flint, MI 48503  
(810) 767-0100

[www.mtaflint.org](http://www.mtaflint.org)



@MTAflint

5/18

# **YOUR RIDE** SERVICE GUIDE



*Serving  
Genesee County  
Residents*

# YOUR RIDE SERVICES

## PERSONALIZED PUBLIC TRANSIT

Your Ride is personalized public transit service designed for use by persons who are unable to use fixed route bus service. Your Ride should be used only when your age (65 and older) or disability prevents you from using fixed route bus service or fixed route services are not available to you. Your Ride curb to curb is available throughout Genesee County to those who qualify.

## FARES

The MTA has an exact fare policy. Passengers who board must pay the exact fare or show their monthly pass to the drivers. Passengers should not pay the full round trip fare on boarding the vehicles as a different driver may be assigned for pickup. Operators do not carry change.

### Your Ride Service

General Public .....	<b>\$3.50</b>
ADA Certified .....	<b>\$2.25</b>
Reduced Fare Eligible* .....	<b>\$2.25</b>

*Prices indicate one-way fares.*

### Monthly Pass

General Public .....	<b>Not Available</b>
Students (K-12) 40 Rides .....	<b>\$45.00</b>
Reduced Fare Eligible* 60 Rides .....	<b>\$40.00</b>
System-wide (All Passengers) .....	<b>\$95.00</b>
Regional .....	<b>\$80.00</b>

*\*Seniors 65 & older or on Medicare and persons with disabilities*

### Peak Routes

General Public .....	<b>\$50.00</b>
Students (K-12) 40 Rides .....	<b>\$50.00</b>

## SERVICE HOURS

Monday-Friday 6:30 a.m. - 10:30 p.m.  
 Saturday 6:30 a.m. - 10:30 p.m.  
 Sunday 7:00 a.m. - 7:30 p.m.

## WORK-RELATED SERVICE HOURS

Anytime 7 days a week

**NOTE:** Large print edition available.  
 Please contact the MTA at 767-0100

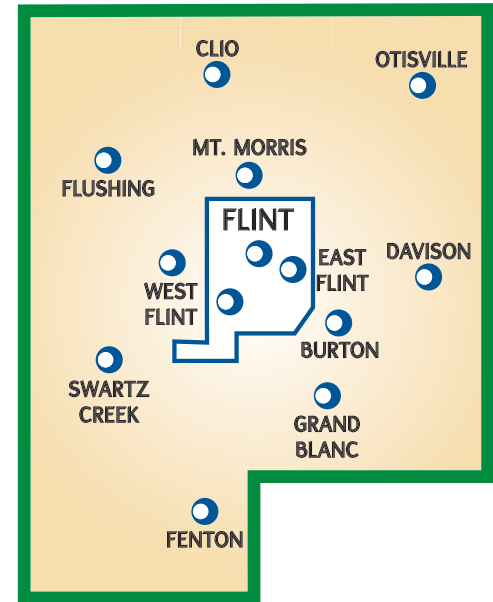
# YOUR RIDE SERVICE CENTERS

To schedule or confirm a trip, call the Your Ride Service Center nearest you

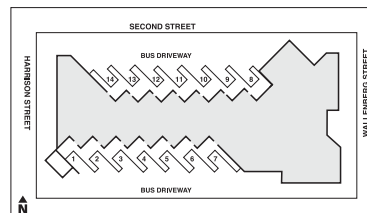
- **Burton** .....1401 S. Dort Hwy..... (810) 767-5992  
*North: Carpenter Rd.; South: Maple Rd.; East: Vassar Rd.; West: Center Rd. to Lippincott to Dort to Hemphill to S. Saginaw*
- **Clio** .....8095 N. Clio Rd. .... (810) 780-8920  
*North: Willard Rd.; South: Dodge Rd.; East: Genesee Rd.; West: Sheridan Rd.*
- **Davison** .....3227 N. State Road. .... (810) 780-8910  
*North: Carpenter Rd; South: Horton Rd; East: Washburn Rd; West: Vassar Rd.*
- **Fenton** .....2100 Copper Ave. .... (810) 780-8965  
*North: Ray Rd; South: Lovejoy Rd; East: Fenton Rd; West: Sheridan Rd.*
- **Flint East** .....1401 S. Dort Hwy..... (810) 767-5541  
*North: Carpenter Rd; South: Hemphill Rd/Lippincott; East: Center Rd. to Lippincott to Dort Hwy.; West: Clio to Pasadena to ML King to S. Saginaw*
- **Flint West** .....1401 S. Dort Hwy..... (810) 233-4751  
*North: Pasadena; South: Maple Rd; East: ML King/S. Saginaw; West: I-75 to Corunna to Linden Rd.*
- **Flushing** .....1425 E. Pierson Rd..... (810) 780-8930  
*North: Dodge Rd; South: Calkins Rd; East: I-75 to Carpenter to Clio Rd. to Pasadena back to I-75; West: Sheridan Rd.*
- **Grand Blanc** ...5051 S. Dort Hwy. .... (810) 780-8960  
*North: Maple Rd; South: Ray Rd; East: Vassar Rd; West: Linden Rd.*
- **Mt. Morris** .....8095 N. Clio Rd. .... (810) 780-8970  
*North: Dodge Rd; South: N. Carpenter Rd; East: Vassar Rd; West: I-75*
- **Otisville** .....3227 N. State Rd (Davison) ..... (810) 780-8910  
*North: Willard Rd; South: Dodge Rd./Carpenter Rd; East: Washburn Rd; West: Genesee/Vassar Rd.*
- **Swartz Creek** ...3462 S. Dye Rd. .... (810) 780-8950  
*North: Calkins Rd; South: Ray Rd; East: I-75 to Corunna Rd. to Linden Rd.; West: Sheridan Rd.*

*Boundaries are shown in italic below each city*

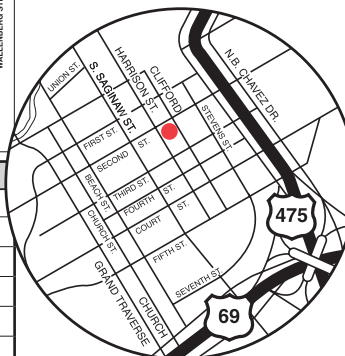
Monday-Friday 8:00 a.m. - 5 p.m.



## MTA DOWNTOWN FLINT TRANSFER CENTER



BAY	ROUTE	BAY	ROUTE
1	M.L. KING	8	MILLER/LINDEN
2	DUPONT	9	FENTON
3	CIVIC PARK	10	FRANKLIN
4	N. SAGINAW	11	LEWIS/SELBY
5	LAPEER ROAD	12	RICHFIELD
6	Regional & G.L.C.M.	13	S. SAGINAW
7	LIVINGSTON CNTY	14	BEECHER/CORUNNA



## TRANSFERS

- Persons with disabilities and senior citizen riders from suburban areas will be able to move within the Your Ride system at the downtown MTA Transfer Center at no additional cost.
- Only senior citizens and persons with disabilities are eligible for Your Ride service within the City of Flint. Persons who are not considered eligible must change over to the regular fixed route bus service at the Downtown Service Center for a fare of 10 cents.
- Likewise, fixed route bus riders who would like to use Your Ride to travel to locations outside the City of Flint operating area will be required to pay the appropriate Your Ride fare.

## HOW YOUR RIDE SERVICE WORKS

Your Ride transportation is provided through local service centers. There are eleven Your Ride Service Centers, each working to serve the transportation needs of residents in the surrounding service area. Regardless of where you want to travel in Genesee County, the service center nearest to your home will arrange the trip. You may plan a trip within your local service area, or you may travel to a different service area. Make all your arrangements through your local Your Ride Service Center.

### Trips outside your service area

At times, Your Ride trips to locations outside of your immediate service area may transfer through the MTA Transfer Center in downtown Flint. At the Center, you can transfer to vehicles going to specific locations within the city and to locations throughout Genesee County.

### Trips into and out of Flint

Your Ride service in Flint is reserved for persons with disabilities and senior citizens. Other passengers can use the fixed route bus system for travel within Flint. Passengers traveling into Flint on Your Ride may transfer to the fixed route system at the downtown Flint Transfer Center. Likewise, passengers traveling from Flint to suburban areas may take a bus to the downtown Flint Transportation Center and transfer to a Your Ride vehicle. There is a transfer fee of ten cents. Passengers transferring from a bus must schedule Your Ride transportation through their local Your Ride Service Center.

## YOUR RIDE PASSENGER SERVICE

### Curb-To-Curb

For most passengers, this means that at your confirmed pickup time you should meet the Your Ride van at the curb or streetside for your pickup.

The following limitations may apply:

- Drivers may only assist ambulatory passengers up or down one step, or the curb.
- Drivers may not assist passengers in wheelchairs up or down any steps.

- All wheelchair passengers must have foot rests on chairs for transportation.
- In the winter, drivers may not assist passengers from the door to the Your Ride van if the driveway, walk or ramp needs to be shoveled.
- Before daylight or after dark, drivers will not go to the door to get passengers. Passengers will be contacted by Your Ride when the van has arrived to pick them up.
- Your Ride drivers do not help passengers prepare for their trips.
- Passengers who cannot travel alone should bring an aide. Trip reservations should be made for both passenger and aide at the same time. If passengers are certified as ADA eligible, their aides are not charged a fare.
- Passengers may bring a travel companion. The companion must pay the appropriate fare. Additional companions will be accommodated based on available space.
- Upon arrival, passengers should stay seated until the driver announces that they can get off. The driver will be available to assist every passenger on and off the Your Ride vehicle. Passengers can bring any parcels on board the van that they and/or their aides can carry on and off the van in one trip.
- Your Ride drivers are not qualified to give any medical assistance.

### SCHEDULING A TRIP

Call your nearest Service Center 1 to 7 days in advance. Calls should be received no later than 2:00 p.m. on the day before your scheduled trip. For Saturday, Sunday or Monday trips, call before 2:00 p.m. on the Friday before that weekend.

- Subscription service is available for passengers who make the same trip on a regular basis. Passengers who are eligible under Americans with Disabilities Act (ADA) can call until 5 p.m. the day before.
- Be as complete and specific as possible when you make your reservation. Tell Your Ride about any physical abilities or disabilities

that may affect your trip. Need assistance? Let them know if it will cause a problem if your van is early or late. Give the exact address to your pickup/drop-off locations and details, such as door location, etc.

- Call the day before to confirm your ride. Be sure to get the call-taker's name. You will be given a 30-minute pickup "window." The driver could arrive any time during that 30-minute period.

### INTERACTIVE VOICE RESPONSE SYSTEM

The MTA's Interactive Voice Response System (IVRS) gives passengers several inquiry options using a touch tone phone keypad. When a passenger calls a service center, the call will be answered by the IVRS. After a brief greeting and opening bulletins, a passenger will be given seven choices:

- 1) Confirm a ride
- 2) Cancel a ride
- 3) Book a ride
- 4) Check on a scheduled ride
- 5) Contact customer service
- 6) Listen to frequently asked questions and answers about service
- 7) Manage an account

The IVRS gives MTA passengers the flexibility to request or check on rides at their convenience, including outside normal office hours. If a passenger prefers to speak with a trip coordinator, the passenger can press the number 0 on the phone keypad. This also applies to ADA clients who need to schedule a ride.

New clients need to set up an initial appointment with a trip coordinator at the appropriate service center to obtain a client ID# and a password. Coordinators are available during office hours 8 a.m.-5 p.m., Monday through Friday.

For further IVRS instruction, contact the MTA Customer Service Department at (810) 767-0100.

# ADDITIONAL YOUR RIDE SERVICE INFORMATION

## WAITING FOR YOUR RIDE TO ARRIVE

- Be ready to go at the beginning of your pickup window. The driver will not wait more than five minutes for you to come out to the vehicle.
- The driver may come before your scheduled pickup window. If the van arrives early, it will wait until the scheduled pickup window.
- If the van is more than 15 minutes late, call Your Ride. The staff person will check on your van and, if necessary, send a different one to pick you up. If you have to leave the pickup location to make your phone call, and miss your pickup, the Your Ride staff will instruct the driver to return and pick you up so you must call to confirm your pickup time.
- Tell the driver who you are, so she or he knows that you are the right person to be picked up.
- Have correct fare or a monthly pass available when boarding the vehicle. Drivers do not make change. If you are paying a fare, please pay only one way at a time. **Do not pay for a round trip upon boarding.**

## WHAT TO EXPECT

- Your Ride trips may take up to 60 minutes. If you need to arrive at a certain time, you may be picked up as much as 90 minutes ahead of your scheduled appointment because of other trips scheduled on the same day. This will ensure that you are on time for your scheduled appointment.
- You can use Your Ride for one-way or round trips. Your return trip must be at least one-half hour after you are dropped off. The van will drop you off and go to its next stop.
- You will be given a pickup time window when you call for your trip. This can change, depending on other calls received after yours, so you must call to confirm your pickup time.

## CHANGING OR CANCELLING A TRIP

- If your plans change, cancel your reservation as soon as possible. To cancel a reservation call your service center at least 60 minutes before your scheduled pickup window. If you do not cancel at least 60 minutes in advance, you will be marked a no show.
- If you need to change your reservation, you must call by 2:00 p.m. the day before your scheduled trip. Passengers eligible under ADA can call until 5 p.m. the day before.
- Cancellations are considered no shows. You will be notified if you have a high rate of no shows.
- If time permits, the driver will wait a few minutes. If you are not ready to go by then, the driver must leave to pickup other passengers in order to remain on schedule. If you are not ready to go within your pickup window you will be marked a no show.

## SUBSCRIPTION SERVICE

If you need Your Ride service on the same day at the same time on a regular basis, you can make arrangements in advance with subscription service. It's an ideal way to plan personal transportation to and from work or school, going to the doctor or even grocery shopping. If you need to cancel a regularly scheduled pickup while on subscription service, please call the MTA one day in advance. For more information, or to subscribe, call your nearest Your Ride Service Center.

## PASSENGER CONDUCT AND SAFETY RULES

- You should not board a van until it is completely stopped and the door is open.
- Passengers should be mindful of MTA's policy on packages or bags. Only two bags, or as much as a passenger can carry in one trip are allowed on board. Drivers do not assist with carrying packages or groceries.
- You must stay in your seat at all times.

- Van rules prohibit smoking, eating food and drinking beverages while in the van.
- You should wait until the van is completely stopped and the door open before leaving.
- Loud talking or shouting is disturbing to other passengers and distracting to the driver, and must be avoided.
- Any damage to the van shall be paid for by the rider causing the damage.
- You should help to keep the van clean inside.
- Please dress appropriately when riding a MTA Your Ride van or making a transfer. The MTA defines appropriate dress as clothing worn at school, work, or an office.
- Be courteous and cooperative to your van operator. Your help will enable the driver to make your ride safe.
- You must use a seat belt or sign a waiver carried by drivers exempting MTA from liability.

***THESE RULES ARE NOT INTENDED TO BE COMPLETE, THEY SERVE AS A GUIDE ONLY.***

## OUR SERVICE COMMITMENT TO PERSONS WITH DISABILITIES

As the provider of public transit in Genesee County, the Mass Transportation Authority is committed to meeting the transit needs of persons with disabilities in our operating area. In the Flint Service area, where fixed route service is available, eligibility to use Your Ride is reserved for persons who have a disability or are over age 65. In areas outside the Flint service area, Your Ride services are available to all individuals. In order to use Your Ride instead of the regular buses, passengers must have an MTA Eligibility Card, please call (810) 767-0100. The MTA is in full compliance with the Americans with Disabilities Act (ADA). The Americans with Disabilities Act establishes, for persons who qualify, a national transit eligibility card. Information on how to obtain a national ADA card can be obtained by calling (810) 767-0100. The national ADA card offers, for persons that qualify, access to all public transit in the U.S.