



## NEWS FOR MTA PASSENGERS

### ITEMS YOUR RIDE PASSENGERS SHOULD KNOW

There have been some questions from our passengers regarding the way MTA's Your Ride system runs.

There is now a new deadline for scheduling a trip. The deadline for scheduling next day service has changed

- Calls must be received no later than **2:00 p.m.** the day before rather than the previous time of 5:00 p.m. The reason for this is to better accommodate riders and to assist bookers in better serving our passengers. ADA passengers may call up to 5:00 p.m.
- If you need to change your reservation, you



must now call by **2:00 p.m.** the day before your scheduled trip.

- When bringing bags on board, such as groceries, only two bags are allowed. Drivers do not assist with carrying bags or packages.
- When boarding a vehicle, make sure you have the correct change or show the driver your monthly pass

each time you board. When you board a vehicle, do not put a round trip fare into the fare-box. Passengers may not have the same driver on the return trip and, subsequently, may be marked as "No Fare Collected."

- Passengers with ADA or MTA Eligibility cards receive a reduced fare. The cards do not entitle passengers to free transportation.
- **For further information call (810) 767-0100.**

### CUSTOMER SERVICE IS HERE TO HELP

If you have questions, comments or suggestions regarding the MTA and its family of services, the MTA's Customer Service Department is here to help! There are a number of options for our customers to contact us:

**Phone: (810) 767-0100**

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

You can file a comment or complaint online! Go to our website, to "Customer Service" and click on "Comments and Complaints". Or, visit us at the MTA Administration or at the Transit Center.

### SENIOR CARE TRANSPORTATION GIVES A HELPING HAND

As the population in Genesee county grows older, people, particularly those 60 and older, will have more need for transportation to take them to medical appointments, pharmacies, grocery stores and other venues in the community. That's where the Mass Transportation Authority's Senior Care

Transportation can help. The MTA offers personalized transportation to seniors 60 and older who need extra assistance when using public transportation.

**Your Ride Door to Door**  
This service enhances existing curb to curb service. Qualified drivers with specialized training offer

assistance to senior passengers to and from vehicles, as well as to and from destination entrances. The approach gives seniors 60 and older who have physical or mental impairments an additional level of "gentle support".

(please turn to page 2, "Helping Hand")

#### • HELP YOUR DRIVER!

**If you have an early morning or evening pickup, turn on your porch light and watch for your Ride!**



## (Helping Hand-continued from page 1)

### Your Ride Door-Through Door

Door Through Door service provides an additional level of support to qualifying passengers. Senior Care drivers have gone through specialized training to assist passengers inside their homes, as well as inside other buildings when arriving at destinations. Support ranges from drivers also supporting passengers with balance, climbing steps, or performing similar functions, such as helping passengers with coats, boots, carrying packages or groceries. The MTA driver also makes certain that a

passenger is ready for the ride, provides needed support to the vehicle and escorts the passenger to an attendant or caregiver at the destination. The MTA cooperates with several local agencies to provide Door Through Door transportation to seniors 60 and older who cannot make the trip without extra support.

To find out more about either of these Your Ride services, please call the MTA's Customer Service at (810) 767-0100.



## How To Use the Interactive Voice Recorder System

There have been many questions regarding the use of the MTA's Interactive Voice Recording System or IVRS. The IVRS gives passengers the option to confirm, cancel or book rides using the keypad on your touch tone phone. Your Ride will also use the IVR to call customers the night before a scheduled ride and give them a pickup window for the next day. Passengers still have the option of speaking with a trip coordinator regarding any of these functions.

Before you are able to use the IVR, however, you *must* call your service center provider and obtain a client ID number and password. This will assist in ensuring your privacy. One of the misunderstandings, is that some passengers believe that their MTA Eligibility card is their client ID. These are two separate things. You will get your client ID and your password from the service center you utilize. Initially, your **client ID** and your **password** will be the same.



If you want to change your password, you may do so by following the instructions on the IVR, pressing "7" under "Managing Your Account."

After a brief greeting and opening bulletins, you will be given seven choices. These are:

- 1) Confirm a ride (s)
- 2) Cancel a ride
- 3) Book a ride
- 4) Check on a ride that you are waiting for
- 5) Contact Customer Service
- 6) Listen to Frequently Asked Questions and Answers on Your

### 7) Managing Your Account.

If you would like more information on the IVRS, or would like information in printed form on using the IVRS, call the MTA Customer Service Department at (810) 767-0100.

### Your Ride Service Centers

**Burton-** (810) 767-5992

**Clio-** (810) 767-8920

**Davison-**(810) 780-8910

**Fenton-**(810)780-8965

**Flint East-**(810) 767-5541

**Flint West-**(810) 233-4751

**Flushing-**(810) 780-8930

**Grand Blanc-**(810) 780-8960

**Mt. Morris-**(810) 780-8970

**Otisville-**(810) 780-8940

**Swartz Creek-**(810) 780-8950

**Senior Care-** (810) 780-8988

