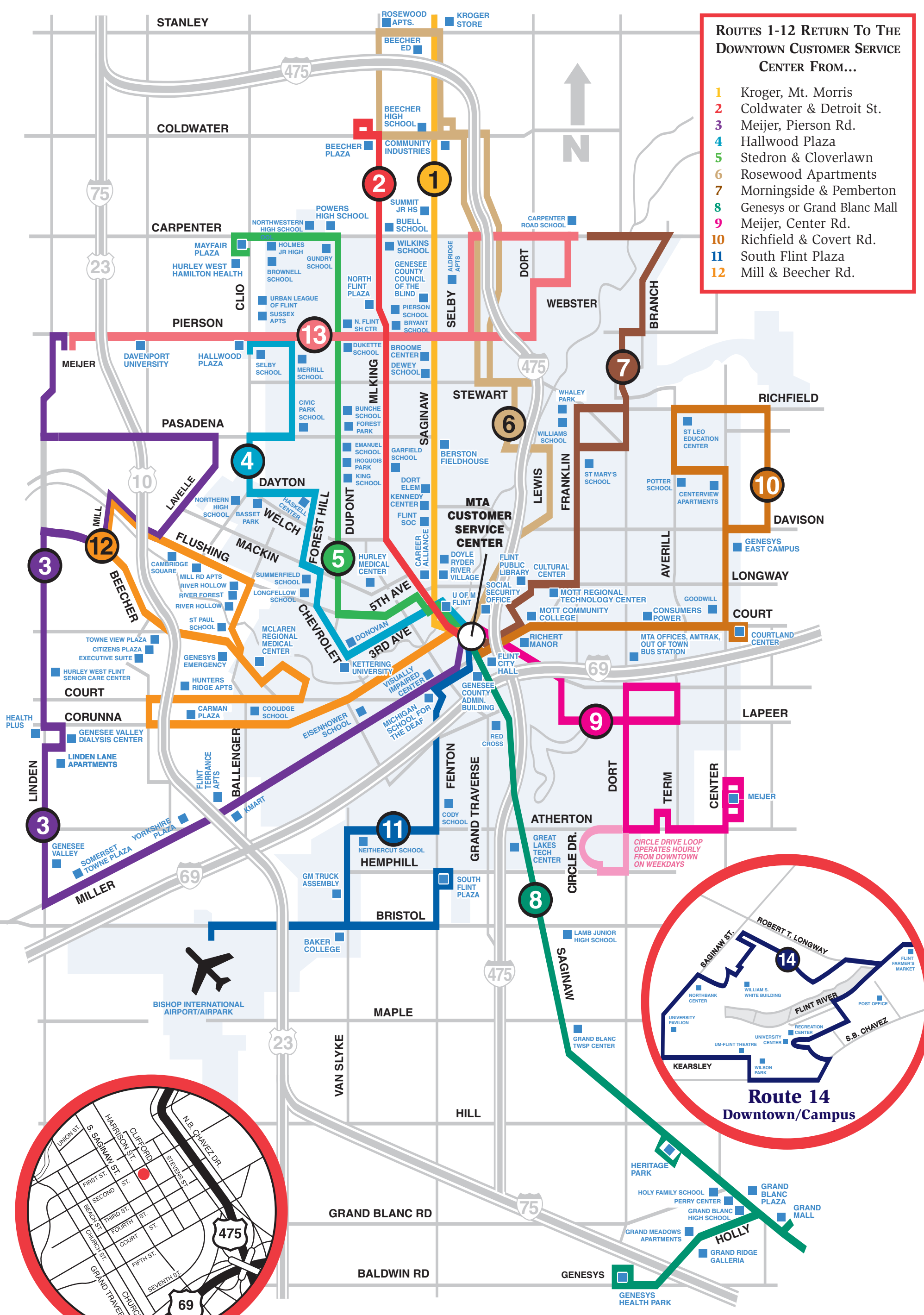


Primary Route System Map



MTA Regional Transportation Service

MTA DOWNTOWN FLINT CUSTOMER SERVICE CENTER

Think of Regional Transportation as your direct round-trip connection to places outside Genesee County. Rely on the MTA's comfortable vehicles and friendly professionals to get you where you need to go in our expanded service area.

REGIONAL FARES

All passengers (One-Way Fare)	\$2.00
Monthly Pass (All passengers)	\$60.00
Students (K-12)	\$30.00
System-wide (All passengers)	\$80.00

Monthly System Pass provides unlimited access to all MTA services 7 days a week.

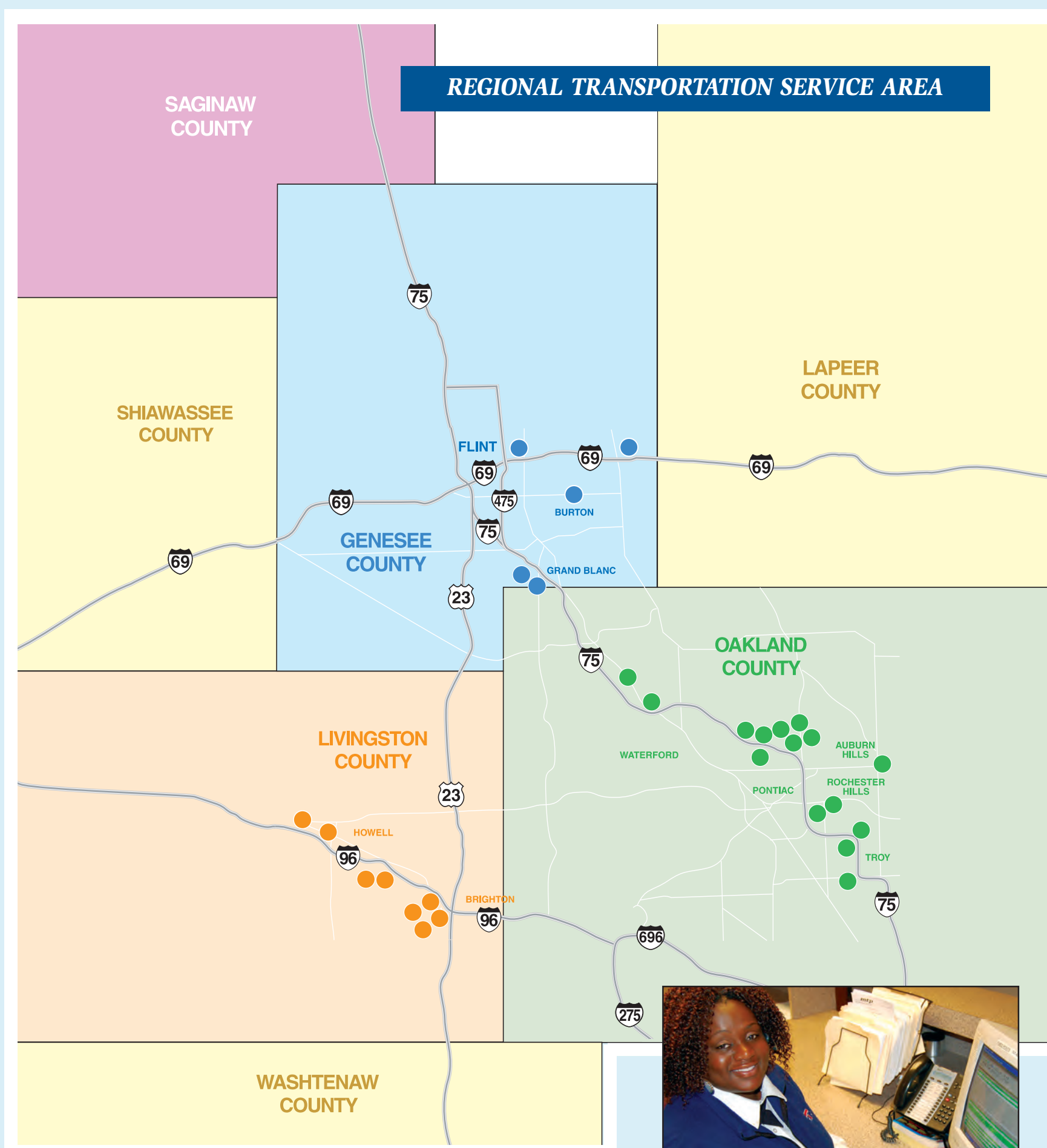
SERVICE HOURS
Monday through Friday (except as noted in schedule). Please contact the MTA Customer Service Department for special holiday hours (810) 767-0100.

HOW SERVICE WORKS
Regional service trips originate at the MTA Customer Service Center at Harrison and Second Street in Downtown Flint. Other pickup options are available based on individual need. Contact MTA Customer Service at (810) 767-0100 for more details.

WORK-RELATED SERVICE HOURS
Service is provided 24 hours a day, 7 days a week. To request this service, call MTA Your Ride at (810) 233-4751.

- TRANSIT OPTIONS**
- Board a fixed route bus and transfer at the Customer Service Center
 - Take a Your Ride van from suburban areas to the Center
 - Arrange personal transportation from your home to the Center
 - Drive to the Center and leave your vehicle in a public parking lot
 - Where fixed route service is available in the Flint area, Your Ride is reserved for persons who have mobility limitations

CUSTOMER SERVICE INFORMATION
(810) 767-0100



For specific routes, locations and schedule times, please refer to the printed Regional Transportation schedules or call the MTA Customer Service Department at (810) 767-0100.



The MTA is more than a bus ride. It's an essential service making an important contribution to the quality of life in Genesee County.

In short, wherever life takes you.

...to medical appointments and daily dialysis treatments...to local community agencies...and on local and regional shopping trips.

Taking people to work...to day care, preschool, high school and college

people, it should come as no surprise to find the MTA behind the wheel.

When you think about all the ways public transportation helps



MTA SYSTEM-WIDE SERVICES

14 Primary Routes Serving the greater Flint area.

PEAK PERIOD SERVICE
Peak service during busier early morning hours and mid-afternoons.

YOUR RIDE SERVICES
Curb-to-Curb and Door-to-Door services are available throughout Genesee County.

SPECIALIZED SERVICES
Serving clients of local community agencies, the elderly and persons with disabilities.

OUT-OF-TOWN BUS SERVICE
Intercity bus lines operate out of the MTA's Transportation Complex at 1401 S. Dort Highway providing service to destinations throughout Michigan and the United States.

AMTRAK RAIL SERVICE
The Amtrak rail passenger station adjacent to the MTA's administrative offices operates at 1407 South Dort Highway.

REGIONAL TRANSPORTATION
Work-related service to destinations outside Genesee County.

Transportation For Wherever Life Takes You

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, Greyhound 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 8:30 a.m. and 5:00 p.m.

Customer Service Information
(810) 767-0100

Toll Free 1-888-767-6950
Administration Offices
(810) 767-6950

Teletypewriter for the Hearing Impaired (TTY)
(810) 767-2795

www.mtaflint.org

MTA TRANSIT SYSTEM CUSTOMER SERVICE GUIDE



Primary Routes, Peak Period, Your Ride, Regional, Specialized, Intercity and Rail Service Information



1401 South Dort Highway
Flint, MI 48503
(810) 767-0100

MTA Primary Route Services

PRIMARY ROUTES

Scheduled bus routes in the Flint Service Area which serve passengers throughout the day and into the evening hours. Primary fixed routes are designed to travel major traffic arteries leading to secondary arteries where all major businesses, shopping centers, hospitals, colleges, and other institutions of our community are located.

Peak Period Service

Routes designed to run primarily during peak periods with selected stops, providing specialized service to the general public, workers and student populations. Hours are 6:00 AM to 5:30 PM Monday-Friday.

See individual Route Guides for service schedules.

The **MTA does not operate buses on the following legal holidays:** New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

FARES

The MTA has an exact fare policy. Passengers are requested to have the Correct Change in any denomination of coins. Operators Do Not Carry change. We ask that you deposit your fare directly into the farebox. If you use our pass program, please have your pass ready to show to the operator.

Primary & Peak Period Fixed Routes

General Public	\$1.25
ADA Certified	\$0.50
Reduced Fare Eligible	\$0.50
Transfers	\$0.10
Children under 42 inches <i>(When accompanied by an adult)</i>	FREE

Prices indicate one-way fares.

TRANSFERS

Transfers are issued to provide continuous trips between two points not served by a single line, and they are to be used by the person to whom they were issued.

The MTA transfer policy is as follows:

- Transfers are issued on all inbound trips and outbound trips from downtown
- No transfer may be used on the same line from which it was issued
- All transfers must be used within forty-five minutes from the time of issuance
- Passengers transferring between fixed route and Your Ride services must pay a 10 cent transfer fee
- Passengers presenting a valid system-wide pass are not required to pay a transfer fee

MONTHLY PASSES

Monthly bus passes can be purchased from the MTA's downtown Flint Customer Service Center and at Kroger/Kessel Food Stores. For a list of Kroger/Kessel Food Stores that sell passes call the Customer Service Center at (810) 767-0100.

Primary & Peak Period Fixed Routes

General Public	\$45.00
Students <i>(K-12)</i>	\$30.00
Reduced Fare Eligible	\$22.50
System-wide <i>(All Passengers)</i>	\$80.00
Regional	\$60.00

For information about Reduced Fare Cards, contact the MTA Customer Service Center at (810) 767-0100.

WHERE TO BOARD THE BUS

MTA buses stop to pick up and let off passengers at designated bus stop locations. Bus stop signs are located at most primary route bus stop locations. You may also board the bus at the MTA's Customer Service Center, centrally located in downtown Flint.



SHELTERS

Bus shelters are provided at many bus stops throughout the area for your convenience and protection in bad weather. As a courtesy to others, please do not leave litter or other debris behind.

HOW TO IDENTIFY YOUR BUS

Every bus is identified with a route name and number which can be seen over the windshield. The route names and numbers are the same as the routes shown in this guide.

HOW TO BOARD THE BUS

- Wait at a bus stop sign. It's a good idea to arrive a few minutes ahead of the scheduled departure time
- As the bus approaches, look for the route name and number above the windshield. On some streets more than one route may be running, so be sure you board the bus that you want
- Wait until the bus comes to a complete stop, then board at the front of the bus
- Have your bus pass or exact fare ready when you board the bus. The farebox will accept coins or bills
- If you need to transfer to another bus to complete your trip, ask the bus operator for a transfer when you board the bus

HOW TO GET OFF THE BUS

- The large transit coaches have signal strips mounted on the wall. As the bus nears your destination, about one block away, push the strip that is along side of your seat. A buzzer will signal the operator that you want to get off
- When the bus comes to a complete stop along a route, you may exit. If you are on a large transit bus, exit through the rear door. Exit a small transit bus through the front door. If you will be crossing the street, wait for the bus to leave. Watch for traffic before going on

PERSONS WITH DISABILITIES

Passengers who need to board a primary route bus using a wheelchair lift will find a lift equipped transit bus operating on basic primary routes every hour. Passengers who are not able to use a transit bus because of a disability are eligible for curb-to-curb service known as Your Ride. For more details see the Your Ride section.


LOST AND FOUND

The Lost and Found Department is located in the MTA Customer Service Center at 615 Harrison Street in Flint. If you lose an article on one of our buses you should call Customer Service at (810) 767-0100. All articles must be identified and claimed at the downtown Flint Customer Service Center. Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday.

PASSENGER CONDUCT & SAFETY RULES

- Riders should not move to board a bus until it is completely stopped and the door is open
- Riders should stay in their seats, if possible, when the bus is in motion
- Riders should leave their seats only after the bus has come to a complete stop at a bus stop
- All baby strollers should be folded and placed out of the aisle and in between the seats
- Bus rules prohibit smoking, eating food and drinking beverages while on the bus
- Riders should not put any part of the body outside a window
- Loud talking, shouting or disorderly conduct is very distracting to the operator and should be avoided
- Any damage to the bus shall be paid for by the rider causing the damage
- All riders should help to keep the bus clean and sanitary on the inside
- Dress appropriately when riding MTA buses or transferring at the Customer Service Center
- Be courteous and obedient to your bus operator at all times

These Rules Are Not Intended To Be Complete, They Serve As A Guide Only.

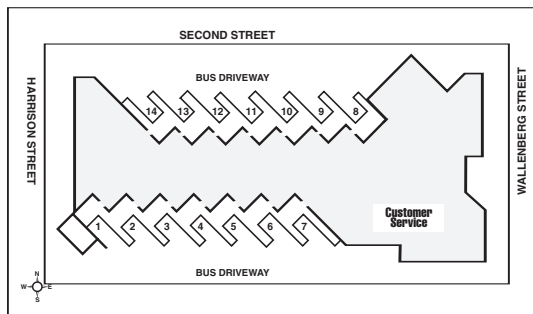


Primary Route System Map

ROUTE LEGEND

- 1 North Saginaw
- 2 ML King Ave.
- 3 Miller-Linden
- 4 Civic Park
- 5 Dupont
- 6 Lewis-Selby
- 7 Franklin
- 8 South Saginaw
- 9 Lapeer Rd.
- 10 Richfield Rd.
- 11 Fenton Rd.
- 12 Beecher-Corunna
- 13 Crosstown North
- 14 Downtown/Campus

Routes 1-12 originate and transfer through the MTA Customer Service Center in Downtown Flint



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

Primary Route Service Hours:

Monday-Friday 6:30 a.m. - 11:30 p.m.
Saturday 6:30 a.m. - 11:30 p.m.
Sunday 9:30 a.m. - 7:00 p.m.

Please refer to individual MTA Primary Route Guides for departure and arrival times for routes 1-14.



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 or disability prevents you from using fixed route bus service or fixed route services are not available to you. Your Ride is available throughout Genesee County providing *curb-to-curb* and *door-to-door* services.

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	\$2.50
ADA Certified	\$1.50
Reduced Fare Eligible	\$1.50

Prices indicate one-way fares.

Monthly Pass

General Public	Not Available
Students <i>(K-12)</i>	\$30.00
Reduced Fare Eligible	\$24.00
System-wide <i>(All Passengers)</i>	\$80.00
Regional	\$60.00



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 SERVICES

Your Ride provides three transit services depending on your personal transit needs.

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.

Your Ride Personalized Public Transit Services

Door-To-Door

For seniors 60 or older who require and qualify for gentle assistance, qualified drivers with specialized training will escort passengers to and from Your Ride vehicles and destination entrances.

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 to reserve your trip, 1 days to 7 days in advance. Calls should be received no later than 2:00 p.m. on the day before your scheduled trip.

- 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

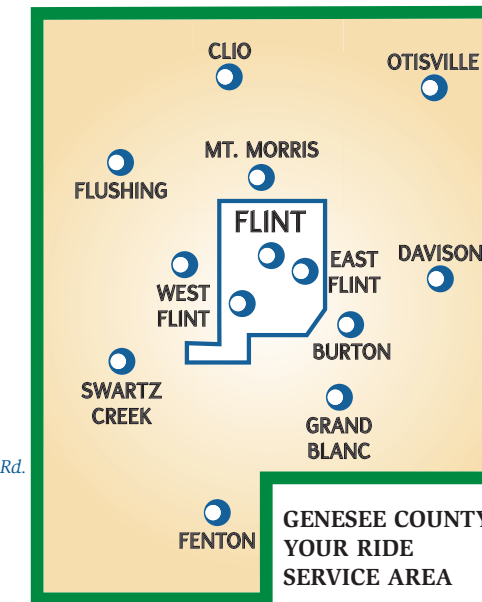
The MTA's Interactive Voice Response System (IVRS) gives passengers several inquiry options using a touch tone phone keypad. When a passenger calls a service center, the call will be answered by the IVRS. After a brief greeting and opening bulletins, a passenger will be given seven choices:

- confirm a ride
- cancel a ride
- book a ride
- check on a scheduled ride
- contact customer service
- listen to frequently asked questions and answers about service
- 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.

To schedule or confirm a trip, call the Your Ride Community Service Center nearest you (*boundaries shown in italic below*) Monday-Friday 8:00 a.m. - 5 p.m.

- Burton** 1401 S. Dort Hwy. (810) 767-5992
North: Carpenter Rd./Flint River; South: Maple Rd.; East: Vassar Rd.; West: Center Rd. to Lippincott to Dort to Hemphill to S. Saginaw
- Clio** 420 W. Vienna Rd. (810) 780-8920
North: Willard Rd.; South: Dodge Rd.; East: Genesee Rd.; West: Sheridan Rd.
- Davison** 126 N. Main St. (810) 780-8910
North: Carpenter Rd.; South: Ray 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: Branch Rd./Center Rd. to Lippincott to Dort Hwy.; West: Clio to Pasadena to Mt. King to S. Saginaw
- Flint West** 1401 S. Dort Hwy. (810) 233-4751
North: Pasadena; South: Maple Rd.; East: Mt. King/S. Saginaw; West: I-75 to Corunna to Linden Rd.
- Flushing** 775 E. Main St. (810) 780-8930
North: Dodge Rd.; South: Calkins Rd.; East: I-75 to Carpenter to Clio Rd. to Pasadena; 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 Clio Rd. (810) 780-8970
North: Dodge Rd.; South: N. Carpenter Rd.; East: Vassar Rd.; West: I-75
- Otisville** 275 S. State Rd. (810) 780-8940
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: Linden Rd.; West: Sheridan Rd.
- Senior Care** 1401 S. Dort Hwy. (810) 780-8988
(for qualified seniors 60 and older)



Your Ride Service Hours:
Monday-Friday 6:30 a.m. - 11:30 p.m.
Saturday 6:30 a.m. - 11:30 p.m.
Sunday 9:30 a.m. - 7:00 p.m.
Work Related: Anytime 7 days a week

CHANGING OR CANCELLING A TRIP

- If your plans change, cancel your reservation as soon as possible. To cancel a reservation call your community 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 missed trips. You will be notified if you have a high rate of missed trips
- 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

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
- Passengers transferring between fixed route and Your Ride services must pay a 10 cent transfer fee
- Passengers presenting a valid system-wide pass are not required to pay a transfer fee

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 Community 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 transportation 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 the Customer Service Department at (810) 767-0100. The MTA is in full compliance with the Americans with Disabilities Act (ADA).

The Americans with Disabilities Act establishes for persons with disabilities that 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.

For Your Ride Service Or Information, Call The MTA Community Service Center Nearest You From The Listing Above

More Services



SPECIALIZED SERVICES

These transportation services are designed for clients of local community agencies serving the elderly and persons with disabilities. The MTA, in a cooperative and coordinated effort with local agencies, provides funds to agencies to meet transportation needs beyond the MTA transportation program. Service includes taking clients to and from agency appointments, as well as to personal and medical appointments out of town through the **Highway to Health** program. Bilingual information is also available. For more information, please contact Jewish Community Services at (810) 767-5922. Or call the MTA Customer Service Department at (810) 767-0100.

OUT-OF-TOWN BUS SERVICE

Several intercity bus lines operate out of the MTA's Transportation Complex at 1401 S. Dort Highway. They provide bus service to destinations throughout Michigan and the United States with the MTA's Customer Service Center serving as a link between in-town and out-of-town travel. For more information about out-of-town routes, times and fares, call (810) 232-1114 or 232-1116.

AMTRAK RAIL SERVICE

The Amtrak rail passenger station operates at 1407 South Dort Highway in Flint, adjacent to MTA administrative offices. The station was built and is maintained by the MTA. Passengers can leave their cars in a safe parking lot and enjoy direct service to Chicago and Port Huron. For information about Amtrak service, call 1-800-872-7245.



**For More Information Call
MTA Customer Service
(810) 767-0100**